

What if I need to cancel a spa appointment?

The treatments you have booked for are especially for you. We are a very busy Spa and our staff love caring for our clients but we do ask that you are aware of the following policies.

48 hours notice is required for a cancellation without charge.

Deposits are required for all our treatments in our SPA.

This deposit will be taken off your final payment at the end of your appointment.

If you are unable to show for your appointment and have not given us 48 hours notice to change your appointment unfortunately this deposit will be used to cover our charges on the day. **If you must, please change your Gift Voucher appointment 48 hours before your booking which will ensure that you do not lose 50% of your treatments listed on the voucher.**

At Day Spa at Unley Park we provide an offering an environment of peace and tranquility. Please respect the privacy and peace of the other guests by speaking in a soft voice in the Spa and you too will enjoy the tranquility. Please also ensure your mobile phone is switched off or on silent.

MALE TREATMENTS IN OUR SPA



Should a male shave before his SPA visit SPA visit?

It is recommended that men shave a few hours before their **facial** appointments rather than just before so that their skin will not be sensitive during the treatments.

Men with a beard or moustache may wish to condition their beard with hair conditioner at home before their appointment.

What if I have specific health considerations?

When you complete our 1st visit forms please also ensure that you notify our spa therapists of your health conditions and any medications you may be taking.

The staff must be informed of high blood pressure, allergies, pregnancy or other physical disabilities, if you have any concerns please let us know.

Alcohol should not be consumed immediately before or after your spa treatments.

DAY SPA AT UNLEY PARK

HOW TO SPA



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DAY SPA
AT
UNLEY PARK

SPA ETIQUETTE

Frequently asked questions....

What should I wear to the SPA?

Wear whatever is comfortable. We will provide you with a robe, sarong wrap, disposable underwear and slippers.

When should I arrive for my treatment?

If this is your first appointment with us, please arrive 15 minutes before your appointment to allow yourself time to change and fill out the necessary forms and have the chance to relax in our relaxation room.

Will some one help me decide on the best treatments for me?

Normally before your visit to us you would have decided at the time of making your appointment what you wish to have done on the day and you may have been given a gift voucher. However further discussions with our spa therapists can be beneficial in deciding if you wish to have a different treatment at your next visit or change some of your treatment if time allows when you phone and book your appointment.

How many kinds of massages are there and how do I choose?

At **Day Spa at Unley Park** we offer simple but effective massage techniques to please you and

benefit your body and specific requirements.

When you phone for your appointment our staff will help you decide on specific massages that will relax, relieve muscle tension and invigorate you. You may be combining different treatments in your one visit which is a great idea to make the most of your visit

Our staff are well trained to make sure your choices are carried out to maximize your well being during and after your visit with us.



Can I ask the Spa Therapist to adjust things to increase my comfort?

Definitely!

This is your time to relax and you should enjoy the experience to the maximum!

Whether it is too much pressure during your massage, or not enough, or the air temperature of the room, let your spa therapist know.

We are here to ensure that you have the best treatments and experience.

What do I wear during my treatments?

You may wish to bring your bathers with you, however we do supply disposable under wear for your treatments.

What if I am late for my appointment?

Arriving late will simply limit your time for your treatment, therefore resulting in less effectiveness and pleasure for you. Your treatment will need to end on time however, so that the next client will not be delayed.