

FLORES

SPA FLORES ETIQUETTE RULES

To ensure your relaxation meets your expectations, we invite you to familiarize yourself with spa etiquette. Spa etiquette consists of certain rules and norms that are helpful to know before visiting a spa center and that people might feel hesitant to ask about.

I. SPA ETIQUETTE

1. Please arrive at least 5–8 minutes before your spa treatment. Arriving late may shorten your treatment time (the scheduled time includes preparation).

2. Our therapists will welcome you and guide you to the treatment room, where they will explain the process and the products that will be used.

3. Massages and body treatments are performed directly on the skin, but disposable underwear will be provided, and areas not being treated will be covered with towels and sheets. For facial treatments, full undressing is not necessary.

4. Please inform us if you are pregnant, breastfeeding, have allergies, injuries, have recently undergone facial or body interventions, or have any chronic conditions. This ensures we select safe and appropriate treatments for you.

5. If you are feeling unwell, have a cold, fever, or similar symptoms, we kindly ask you to reschedule your appointment.

6. We recommend avoiding treatments on an empty stomach or immediately after eating. Please refrain from heavy meals at least one hour before and after your treatment.

7. If you book a massage or body treatment, we encourage you to drink plenty of water to maximize detoxifying benefits.

8. Taking a warm shower before your treatment helps relax your body and enhances your experience.

9. Avoid shaving or waxing on the same day as your body treatment, especially before scrubs, as products may irritate sensitive skin.

10. If you wear contact lenses, please inform your therapist before a facial treatment.

11. We recommend arriving without makeup or jewelry.

12. Alcohol consumption before and after spa treatments is strongly discouraged.

13. Our therapists reserve the right to refuse service to guests who are under the influence of alcohol, drugs, or who behave inappropriately toward staff.

14. If you feel uncomfortable during your treatment (for example, due to massage pressure or room temperature), please let your therapist know immediately. We want to ensure the best possible experience for you.

15. To respect everyone's relaxation, please maintain a quiet atmosphere within the spa areas.

16. Please leave electronic devices (such as mobile phones, tablets, and laptops) outside spa center areas and fully enjoy your time to disconnect and relax.

17. After your treatment, allow yourself a few minutes to rest and enjoy the experience, but please be mindful of the schedule as another guest may have a booking after you.

18. After your treatment, we recommend enjoying our specially prepared herbal tea.

19. We are a family-friendly hotel; however, while using spa services, we kindly ask you to supervise your children. Guests under the age of 18 must be accompanied by an adult and we recommend they wait in the winter garden.

20. Treatments are not available for minors under 16 years of age at our spa center.

21. Orders for tea and coffee in the winter garden are taken by the spa administrator. If you would like to order, please approach them.

II. BOOKING AND PAYMENT

1. You can book spa treatments by phone, email, or at the spa center reception. Prices and available treatments are listed in the spa price list and on our website.

2. We recommend consulting our spa administrator or therapists, who will assist you in choosing the most suitable treatment.

3. It's best to book your preferred treatments in advance (before arrival) to secure your desired time.

4. Clients who pay for services in cash or by card after their treatment will receive a VAT invoice at the spa reception. Clients paying by bank transfer will also receive a VAT invoice after services are provided.

5. If you use a gift voucher specifying a treatment and price, and if prices have changed, you will need to pay the difference between the voucher value and the current treatment price. You can also exchange the recommended treatment for another if available at your preferred time. If the voucher value covers the full price, it will be considered used. If the new treatment is cheaper, you will receive a copy of the voucher with the remaining balance. If the voucher value is insufficient, you can pay the difference on-site by cash or card.

III. CANCELLATION

1. If you cannot attend a manicure or pedicure appointment, please respond "NO" to the reminder SMS sent the evening before.

2. If you are unable to attend your booked treatment, we kindly ask you to inform us as early as possible so we can offer the time slot to another guest.