

## SPA ETIQUETTE

### **Opening hours**

Choice Health Wellness Spa is open from Tuesday to Saturday from 10 a.m. to 8 p.m.

### **Appointments**

We advise you to book your treatments in advance, to ensure that the desired time and treatment is available according to your needs. Reservations can be made by calling +41.91.935 00 10 or by e-mail: [info@choice-health.ch](mailto:info@choice-health.ch)

### **Cancellation policy**

In case of cancellation, we kindly ask our clients to notify us 24 hours in advance, in order to avoid a penalty equal to 50% of the cost of the reserved treatment. If you do not cancel your reservation, we will charge you the full cost of the treatment.

### **Time of arrival**

We recommend that you arrive at the Spa 15 minutes before your appointment, so that we can welcome you and introduce the facility.

Please, notify us of any delays by phone. We will try to guarantee the full duration of the treatment, even if it may be reduced in order not to cause inconvenience to the next guest. This may reduce the desired effect of the treatment and the level of satisfaction. The full cost of the treatment will be charged.

### **Clothing**

We invite you to go to the Spa wearing a bathrobe and slippers provided by us. During the treatments, depending on the type of treatment, the use of a swimsuit or disposable item is mandatory.

You will have a locker in which you can leave your valuables. Please, note that in the event of loss or damage to personal belongings, the facility cannot be held responsible. Guests are responsible for their locker keys.

### **Rules of conduct**

In order to ensure a relaxing and peaceful atmosphere for all our guests, we kindly ask you to avoid making noise and use a tone of voice that is appropriate to the environment. It is also forbidden to use mobile phones, electronic devices, consumption of alcoholic beverages and smoking.

### **Treatments**

To maximize your experience, we invite you to inform your therapist of any preferences and expectations, as well as to report any discomfort during treatment. Our team is available to advise you on the ideal treatment according to your needs.

### **State of health**

We invite our customers to inform our staff about their state of health and about any problems or allergies relevant to the treatment required.

**Minimum age requirements**

At our Spa, we offer treatments to guests under 16 years of age, provided that they are accompanied by an adult. Depending on the treatment chosen, a medical consultation will be required.

**Accidents**

We inform our customers that, in case of accidents during their stay in the Spa, the facility is not held liable.

**Our products**

The products used in our treatments can be purchased at our reception to prolong the feeling of well-being and keep the benefits obtained in our Spa at home.

**Gift card or package purchase**

At our reception, you can buy wellness packages or gift cards for the desired amount. Cards can be used to purchase products and treatments.

**Prices**

The prices of our treatments and products are expressed in CHF and may be subject to change at any time.