

## **SPA TERMS & CONDITIONS**

Our goal is to ensure guests feel a renewed sense of well-being after a treatment at the Aqua Spa, we hope this information assists:

Appointments are essential; please book your treatments as soon as possible to avoid disappointment.

Guests are encouraged to take advantage of the Aqua Spa facilities prior to or after your treatment.

Please arrive 15 minutes prior to your appointment time to register, complete client consultation card and enjoy a refreshing herbal tea or mineral water prior to your treatment.

Lockers, bathrobes and slippers are provided for all guests with Aqua Spa treatments. Those guests enjoying an aqua or hydrotherapy treatment (or on request) will be provided with disposable underwear. We kindly ask all guests to wear undergarments during treatments.

Remove all jewellery prior to your treatment. Aqua Spa and Shoal Bay Resort and Spa, will not take responsibility for the loss of any personal belongings or jewellery whilst visiting the Aqua Spa. We encourage you to leave these in your room or in the resort safe.

We want all guests to feel comfortable during their treatment, if you have any concerns regarding your treatment, please speak with your therapist who will assist in ensuring you have the best possible experience in the Aqua Spa.

To preserve the tranquil environment of the Aqua Spa please turn mobile phones and pagers off whilst using the facility. Please be aware of the surroundings and serenity of the Aqua Spa for other guests.

Please feel free to contact the Aqua Spa directly should you require further information on +61 2 4984 8194 or via email on [aquaspa@shoalbayresort.com](mailto:aquaspa@shoalbayresort.com)

## **CANCELLATIONS & AGE POLICY**

All treatments require a room number, credit card or prepayment to confirm your booking.

A minimum of six (6) hours notice is required for cancellations. Notice within six (6) hours of a treatment time will incur a 25% cancellation fee of treatment costs. Individuals will be charged for 100% of the treatment cost if guests fail to honour their treatment time.

To maximise your treatment time, please arrive on time allowing for 15 minutes to prepare for the treatment. Aqua Spa is unable to extend beyond the booked treatment time should guests arrive late for treatments.

The Aqua Spa is reserved for the use of adults at all times. Children under the age of 16 are encouraged to utilise the other facilities of the resort. Young adults between 16 - 18 years must be accompanied by a parent or guardian at all times while visiting the Aqua Spa.

At the discretion of the Spa Director, guests may be asked to leave, or refused entry into the Aqua Spa area if aspects of their behaviour are impacting the experience of other guests within the facility.

All Aqua Spa pricing is subject to change without notice and appointments are subject to availability. A 10% surcharge to treatment prices applies on Good Friday.