

## SPA ETIQUETTE

*To ensure the comfort, safety and relaxation of all guests, we kindly ask you to respect the following guidelines:*

### **Spa Arrival**

To make the most of your time at Cleopatra Spa, we ask that you arrive 15-30minutes ahead of your appointment, to allow for check-in, and to complete a brief questionnaire that will help us customise the treatment and maximise the benefits. Late arrivals may be subject to reduced treatment times.

### **Cancellation Policy**

Please notify the spa at least 6 hours in advance if you need to reschedule or cancel your treatment, or 24 hours in advance to cancel a package and ritual. Failure to do so may result in a 50% cancellation fee. Advance bookings are always recommended and spa policy requires a credit card or cash deposit to secure appointments.

### **Health Concerns**

Prior to booking any treatments, please notify the spa team if you have any physical ailments, allergies or disabilities. If you are taking any medication or if you are pregnant or think you could be pregnant.

### **Valuables**

We recommend that guests store any valuables in their suite's safety deposit box or leave them at home. **Cap St George's Hotel & Resort Management** accepts no responsibility for the loss of valuables brought onto the spa premises.

### **Quiet Policy**

Cleopatra Spa operates a quiet policy to curate a peaceful, relaxing experience. Guests are requested to keep noise to a minimum and are encouraged to keep mobile phones on silent mode or in designated lockers in the changing area.

## **Thermal Experiences**

For your optimal comfort and safety, please read the safety information displayed outside the thermal cabins, and shower in between using each facility. Make sure to stay hydrated by drinking plenty of water during and after spa sessions. It is essential to wear swimming suites while using the thermal facilities.

## **Payment and Prices**

Prices are in Euro and payments can be made in cash, credit card or charged to your room. Cleopatra Spa reserves the right to modify prices or services without prior notice. Gratuities are not included, but are welcomed at your discretion.

## **Age Requirement**

Spa access is restricted to individuals age 16 and older.

## **Gift Certificate**

Our gift certificates make a wonderful gift for any special occasion. Please enquire at the Spa Reception for details and purchase.

## **Spa Attire**

To ensure your comfort, we provide you with luxurious spa attire to wear in the spa. During treatments, you must wear undergarments or suitable swimwear.

## **Spa Retail Area**

Our Cleopatra Spa Boutique has all the spa products you need to continue your spa routine at home.

## **Opening Hours**

Gym, Pool & Thermal Area: Daily – 08:00-20:00

Spa Treatments: Daily – 09:30-19:00

## **Contact Us**

For any additional information and/or appointment bookings, please call Cleopatra Spa on: +357 26 844 036 or at [cleopatraspa@capstgeorges.com](mailto:cleopatraspa@capstgeorges.com)  
In-House Guests may contact the Spa Reception direct on: Ext. 1836.