

ATRIUM HOTELS SPA

Frequently Asked Questions

In order to ensure a relaxing and pleasant experience at our Spa at Atrium Hotels, we've answered some of the questions guests of our spa frequently ask. Reviewing these suggestions will help you prepare for your upcoming Spa visit.

How and when should I make my Spa appointments?

Reservations for our Services may be made by calling the Spa reception or in person. We encourage you to schedule your Spa services well in advance of your visit to ensure the widest selection of treatments and appointment times. Spa appointments must be held with a credit card or a hotel reservation confirmation.

What is the Spa's cancellation policy?

We respectfully ask that you give the Spa a minimum of 24-hour notice if you must cancel an appointment.

What time should I arrive for my Spa service(s)?

We ask that you arrive at the Spa at least 10 minutes prior to the start time of your first scheduled service.

What if I'm late?

Arriving late will limit the time for your spa treatment, lessening its effectiveness and your enjoyment. As your service was reserved at a specific time, your treatment will end at its set time so that the next guest is not inconvenienced and the full treatment price will apply.

Can I bring my kids to The Spa?

As the Spa is an adult area, we respectfully request that guests do not bring their children to services with them. The use of the Spa area is reserved for persons of 14 years old and over. Young persons between the ages of 14 and 18 are to be accompanied by an adult who is a competent swimmer whilst visiting our Spa. Large groups of young people cannot use the facility – even when with an adult.

Can I use the swimming pool after a spa treatment?

Before the use of the swimming pool it is essential to take a shower. For safety reasons we don't allow the use of the swimming pool after your treatment due to the fact that the oil extracts from your treatment will be poured into the swimming pool.

What are my responsibilities as a guest?

Please advise our spa resort staff of any special requests, sensitivities or allergies, if you are pregnant, nursing or taking any medications.

We will use this information to keep you comfortable and safe throughout your spa experience. Please notify us of any discomfort or preferences regarding room temperature, music volume or massage pressure during your spa experience.

What if I have special medical conditions?

We recommend that you check with your physician before visiting the Spa. Please notify us of any special needs or concerns when you book your services. We will ask you to fill in our medical questionnaire in order to assist your spa therapist in providing you the best possible experience and to assure the maximum safety and comfort for you and for our guests. Your therapist will also briefly review your health history with you before beginning your service. If (s)he believes that the service you are scheduled for is unsafe based on any information given, (s)he may recommend canceling the service, booking another service or modifying the service to make it safe for you. As we are most concerned about your safety and comfort, the Spa reserves the right to refuse service to any guest at any time.

How can I buy a gift card?

You can purchase gift cards directly from our Spa. Please contact our Spa reservations team for further details.

What should I wear during my treatment?

Please disrobe to the level of your comfort in order to enjoy your service. A robe, towel and slippers will be provided in your locker and you are advised to wear your swimsuit for your spa experience. For your body treatments single use underwear will be provided by your therapist. Towel use is mandatory when using the mattresses, gym equipment and fitness benches. Our therapists are fully trained in proper draping procedures to ensure your privacy and comfort

Scheduling Appointments

Please make a reservation in advance for spa services. Our front desk staff will be happy to advise you on the therapies and services that best meet your needs, ensuring that your time in the spa is enjoyable and customized just for you. Please inform the front desk if you would have any special requirements. A major credit card is required to hold all appointments.

Considerations

Please assist us in maintaining a tranquil spa environment. We kindly request that you respect other guests by using quiet conversation and refrain from using cell phones or other electronic devices while enjoying the spa. There is no smoking in the spa.

Canceling an Appointment

Please provide us with at least 24-hour notice for canceling or rescheduling an appointment.

Valuables

Please leave valuables in your guest room. A locker will be available for your personal items and clothing. Please do not wear jewellery or watches during your treatment. The Spa at Atrium Hotels is not responsible for lost or stolen items.

Payment Options

We accept MasterCard, Visa, American Express, Discover, cash or room charge.