

# SPA ETIQUETTE

## RESERVATION AND CANCELLATION

To book or cancel a procedure, please contact the SPA reception; our colleagues will gladly assist you. Procedures are guaranteed only if an advance reservation has been made and confirmed by the hotel. You can change the time or cancel a procedure up to 12 hours in advance, or 2 hours if the booking was made on the same day.

## ARRIVAL

Please arrive 10 minutes before your SPA procedure to relax and prepare. Late arrival may affect the duration of the procedure.

## SILENCE

During your SPA visit, please maintain silence and respect other guests. Please remember to turn off mobile phone sounds while visiting SPA centre.

## CLOTHING

Robes and disposable slippers are available for guests at the SPA center. It is recommended to take a shower before the procedure.

## HEALTH

Before visiting the SPA, please complete the SPA questionnaire. Prior to booking a procedure, inform our staff of any allergies or pregnancy.

Guests with high blood pressure, heart conditions, other medical issues, or pregnant women should consult their doctor before booking procedures. Please inform staff of any health concerns.

## CHILDREN

Children under 16 may visit the SPA only under adult supervision.

Children without parental supervision are not allowed in the SPA, except when attending a pre-booked procedure.

## PERSONAL BELONGINGS

Please store valuables in the provided lockers. Lielupe SPA administration is not responsible for lost or damaged personal belongings during your visit. We recommend removing all jewelry during SPA procedures. The SPA management is not responsible for lost jewelry or money that may accidentally get into hard-to-reach places or be damaged during procedures.



**SPA & WELLNESS**

LIELUPE