The SPA Policies

For your spa booking

About Spa Treatments

- Consultation time is not included in the treatment duration. Please arrive at the spa 15 minutes before your scheduled appointment. Kindly note that arriving late may result in a shortened treatment time.
- All necessary amenities for the treatment will be provided at the spa.
- Please take care of your personal valuables. In-house guests may use the safe in their guest room or residence. Please note that we are unable to accept responsibility for the theft, loss, or damage of personal belongings.

Age Policy

- Treatments are available for guests aged 18 and older only.
- Children are not permitted to accompany guests during treatments.

Reservations

- Reservations are accepted from the 1st day of the previous month.
- Reservations can be made at the spa reception, by phone, or through the official website.
- For inquiries or reservations, please contact us online or via email at phniseko.the.spa@hyatt.com (spa-only contact).
- In-house guests may dial the "SPA" button from their room phone for reservations and inquiries.

Reservation Changes / Cancellations

- Please notify us of any changes by the end of our business hours (11am to 8pm) on the day before your scheduled appointment.
- Cancellations made within 48 hours of the scheduled appointment will incur a cancellation fee of 50% of the treatment fee. Cancellations made within 24 hours or no-shows will incur a 100% cancellation fee.

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Consultation

- A pre-treatment consultation will be conducted to confirm your health condition. Please inform us at the time of booking if you have any skin conditions or relevant medical history.
- We regret that we cannot provide any treatment to guests who are pregnant.
- Please refrain from consuming alcohol immediately before treatment. Guests who arrive under the influence may be refused service.
- Our therapists prioritize guest safety and are authorized to determine treatment suitability. We kindly ask for your understanding and cooperation should treatment be declined due to health or risk considerations.
- Inappropriate behavior or language may result in immediate termination of the treatment and the guest being asked to leave the premises.

Pricing

A 15% service charge will be added to all listed prices.

THE SPA Park Hyatt Niseko Hanazono

Tel: +0136-27-1234 Email: phniseko.the.spa@hyatt.com