

# HOW TO SPA

## RESERVATIONS & PAYMENT

To make a reservation please call or text us directly on **0408 905 885**.

Spa services are available from 9am to 10pm Mon to Fri and 9am to 9pm Sat and Sun, 365 days of the year including public holidays. We strive however to offer maximum flexibility for guests so please don't hesitate to contact us in advance if you would like to arrange a treatment outside of our routine hours.

We request that you provide us with a minimum of 2 hours' notice prior to your booking, and advise that we cannot guarantee your requested time will be available during busy periods. In addition, to avoid disappointment we strongly recommend that you book your late evening treatment as early as possible (preferably prior to 6pm), as our services are often in demand from 9pm, and that you book morning appointments (required prior to 11am), before 10pm the prior evening.

We also wish to advise that our minimum booking duration is 1 hour, and therefore our 25 mins express or add-on treatments may not be booked as stand-alone treatments.

Payment options include room charge, cash, EFTPOS or direct deposit (for advance payments only).

**Gift Certificates are also available for all our treatments and packages.**

## WHAT TO EXPECT

Your Rosemoon therapist(s) will arrive at your hotel room door with all necessary equipment, a little before your appointment time. After establishing a treatment area enhanced by some gentle relaxation music, the therapist will conduct a brief health assessment and tailor your treatment to suit your needs.

We appreciate you being showered and changed into your hotel robe ready for our arrival. Please leave on only bottom underwear and select a comfortable temperature on your room thermostat. We recommend 22°C as ideal for both client and therapist comfort. However if you are feeling too cool, or too warm please alert your therapist, as your comfort is our priority.

In addition, please place your phone on silent (if possible), and place the 'Do Not Disturb' sign on your door.

## LATE EVENING RESERVATIONS

We appreciate the busy nature of our travelling guest's schedules and endeavour to provide maximum flexibility for our valued clients. However due to the additional physical demands placed on our dedicated therapists performing late evening bookings, we kindly ask for your understanding in applying the following one-off late service additional charges: bookings from 9.30pm, additional surcharge \$30; bookings from 10.30pm, additional surcharge \$50.

## CANCELLATIONS

We ask for a minimum of 2 hours' notice to make a change to your booking or to cancel a booking. If less than 1 hours' notice is received, you will be charged 100% of the treatment fee.

If you have further questions, please view the FAQ page on our website or contact us directly.

Please also note that if you are under the influence of alcohol or drugs at the time of the booking, we will be unable to perform the treatment in accordance with safety and health precautions, and therefore you will be charged a cancellation fee of 100% of the treatment fee.

## TOWEL (DRAPING) POLICY

As all of our professional therapists are trained in draping techniques, you may, at the therapist's discretion, completely disrobe for your treatment, or you may choose to wear either disposable underwear, or your own underwear.

You can fully relax during your treatment in the knowledge that professional draping techniques will ensure that your dignity and privacy are maintained at all times.

Please note that if, by agreement with the therapist you choose to disrobe completely, your waist area will remain draped with towels at all times.

Our therapists are highly dedicated, passionate, skilled professional healers and aestheticians; at no time are you permitted to lie naked on the massage table or remove your towel.

We ask you to please respect our dedicated team; any form of verbal or physical sexual harassment of your massage therapist will cause your booking to immediately cease, with a 100% cancellation fee.