

# Terms and Conditions

## ■ Business Hours 14:30 ~ 23:00

Open 14:30 ~ 23:00 (by appointment ONLY)

Last call: Weekday 21:30/ Weekend, Holidays, Obon Holidays & New Year' s Holiday 22:30

## ■ Guidelines

Please wear SPA Bath Robe and wait in your hotel room. Our spa staff will knock 15 minutes before the treatment time and take you to the spa. Please acknowledge that lateness by the guest will result in a reduction of the treatment time whilst the full treatment fee will apply.

## ■ Spa Customers

We offer treatments for both men and women.

## ■ Booking

Our spa treatments are by appointment only. Please call, email us, visit us or ask the hotel front desk, beforehand to make reservations and/or for inquiries during our business hours. Please feel free to contact us for same-day appointments.

## ■ Cancellations

Please kindly notify us for cancellations or changes by 21:00 the day before your appointment. Failure to do so may result in a 100% cancellation fee.

## ■ Consultations

Communication with our guests is highly valued at our spa. If you have questions regarding menus or do not know which menu is suitable, please feel free to ask our therapists for a consultation. If you have a special request, please inform us in advance when making a reservation.

## ■ Health Condition

Please inform us if you have any medical conditions, including being on your period, allergies, high blood pressure, on medication, having had alcohol, sunburn or special needs/attention such as being pregnant or breastfeeding when making a reservation. Depending on your health condition, your treatment may be refused or modified.

## ■ Personal Belongings/Valuables

Lockers are not available at our spa. Please keep your belongings and valuables in the safety deposit box at hotel front desk or in your room. Please acknowledge that our hotel/spa cannot accept responsibility for loss or damage to your personal belongings/valuables.

## ■ Spa Boutique

Both hotel guests and visitors are welcomed to visit and shop at our spa boutique during our business hours.

## ■ Spa Etiquette

Our spa is a place of tranquility and relaxation. Please respect the silence and privacy of other spa guests by refraining from using cell phones /cameras in our spa. Smoking is prohibited. Our spa reserves the right to refuse service or discontinue service to anyone demonstrating behavior that is perceived to be inappropriate by any member of our staff and/or other guests.

## ■ Treatments

The treatments are not medical treatments. The results will vary accordingly to the individual.