



CAYENNE *Spa*

SPA POLICY

- As Cayenne Spa is a place of relaxation, we kindly ask that noise is kept to a minimum
- Please arrive at least 15 minutes prior to your scheduled treatment
- Late arrivals will result in your treatment time being reduced accordingly
- A swimsuit is to be worn when using spa facilities
- Please switch off your mobile phone when entering the spa area
- Any health concerns or procedures are to be communicated before your treatment
- Consult your doctor and request a letter of approval if you are unsure of whether you are able to enjoy a spa treatment due to a medical condition
- Management and staff are not liable for any loss or damage of personal property
- Children under the age of 16 must be accompanied by an adult and are not allowed to access the gym
- Unopened retail products in their original packaging may be returned within 10 days of purchase for a full refund

CANCELLATION POLICY

- All spa treatments require full prepayment
- The full treatment amount will be refunded if cancellation is received more than 24 hours before the scheduled treatment
- Failing to cancel or reschedule more than 24 hours before the scheduled treatment will result in the full treatment fee being forfeited
- Failing to arrive for your treatment will result in the full amount of the treatment being charged

PEPPERCLUB HOTEL & SPA

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