

# External Guests Visiting the Spa

External guests are charged a fee of 100€ per person to use the spa facilities.

The steam room, Japanese bath, jacuzzi and relaxation area are available for external guests for a maximum duration of 3 hours, subject to availability. Advance booking is required.

External guests who have booked a spa treatment are granted complimentary access to all.

## Spa Etiquette

### Opening hours

Mon-Sun 8AM-10PM

### Treatments

Mon-Sun 10AM-9PM

## Scheduling an Appointment

To schedule an appointment please consult with our Spa therapist who will guide you through our selection of treatments. Hotel guests can dial 802 from their room telephone. External guests can send an email [spa@theburmanhotel.com](mailto:spa@theburmanhotel.com). To ensure that your preferred time and treatment are available we recommend booking in advance.

## Arrival

In order to maximize the Spa experience and better prepare for the treatment session, we recommend that guests arrive at the Spa at least 15 minutes before the appointment time. This allows us to have a brief discussion about your treatment expectations and personal requirements. Please note that late arrivals will not receive an extension of scheduled treatments.

## Health Conditions

Please inform the Spa therapist before the start of the treatment if you are undergoing a course of any medical treatment or if any of the offered services are not suitable for you for medical reasons. We will be happy to advise safe options.

## Digital Detox

As Burman Spa is dedicated to wellness and relaxation, we kindly ask our guests to turn off their cell phones in order to fully enjoy the experience and respect the peace and quiet of others.

## Attire

We recommend that hotel guests arrive at the spa wearing the robe and slippers provided in the guest room. It is recommended that you leave all valuables in your guest room safe. The Spa is not responsible for valuables. For external guests the spa will provide towels, slippers, shower caps and amenities required for use during your visit. Please note that a bathing suit is required to use the facilities.

## Cancellation Policy

Please allow 24 hours of notice of cancellation to avoid charges. Cancellations within 24 hours will incur a 100% charge.

## Homecare

To continue your spa regime and experience at home, products used in our treatments are available for purchase from the spa reception.

## Children

The minimum age for Spa treatments is 16 years. Children under 16 can visit the Spa only under adult supervision.

## Pregnancy

Please inform us if you are expecting or nursing. Our spa therapists will guide you in selecting the treatments that are most suitable for you during this special time.

## Loss & Damage

We regret that we cannot be responsible for any loss or damage of personal articles brought onto the spa premises.