



# HOW TO SPA

## TERMS & CONDITIONS

### RESERVATION

We highly recommend that you book in advance via e-mail [sungardens@yestobeaauty.hr](mailto:sungardens@yestobeaauty.hr) to ensure your preferred time and treatment.

### ARRIVAL GUIDELINES

Please arrive 15 minutes prior to the start of your scheduled appointment to allow yourself time to shower and use the lounge. Late arrivals will be subjected to reduced treatment times.

### DRESS CODE

Upon your arrival, you will be given everything you need for your SPA experience (bathrobe, towel, slippers).

### COMMUNICATION

Dialog with your therapist should be free and open. Please tell your therapist the areas you would like them to focus on and any areas to be avoided. During your treatment please let the therapist know if you feel any discomfort.

### MEDICAL CONCERNS AND COMFORT LEVEL

Guests who are pregnant, have had recent surgery or have any other medical concerns are advised to consult their physician before booking spa services.

### CANCELLATIONS

When you book your treatment, you are holding space on our calendar that is no longer available to our other guests. If cancellation is necessary, we require that you call at least 6h in advance. Cancellations made within less than 6 hours before the booked treatment will be subject to 50% charge. No shows to a booked treatment will be subject to 100% charge.

### GIFT CERTIFICATES

Refunds are not possible for purchased gift certificates. The gift certificate is valid for 90 days from the issue date and can be redeemed within that period. After 90 days, the voucher can no longer be redeemed, and for an unused voucher a refund is also not possible.

### NOVELTIES

You will be notified about upcoming Spa novelties and special offers via your e-mail contact. If you do not wish to receive our notifications please make sure to let us know.

Thank you for understanding,  
Your YesToBeauty team



# HOW TO SPA

## INDOOR SPA POOL GUIDANCE

**For your own safety and comfort, please read and comply with the following at all times.**

Use of all Spa facilities is entirely at your own risk.

Spa as well as the Hotel Owning Company, cannot be held liable for any of the following:

- Theft of personal belongings
- Damage to personal belongings
- Injuries, accidents and fatalities
  
- Please shower before entering the pool.
- Glass items are not permitted around the pool area.
- No topless sunbathing is permitted. The Spa pool can only be used with proper swimming attire and guests are not allowed to access the pool or pool area in regular clothing.
- Appropriate behavior must be observed.
- Running, rough playing or diving is not permitted.
- Food or beverages from outside the hotel are not permitted within the Spa pool area.
- Pets are not allowed in / around the Spa pool area.
- All towels must be returned to the collection point.
- Spa pool loungers and relaxation seating is provided on a first come – first serve basis and cannot be reserved.
- The management reserves the right to close the swimming pool area and/or to refuse entry for any reason as deemed necessary.
- In the case of emergency, please contact the nearest Spa attendant or dial 3333 for assistance.
- Children must be supervised at all times OR children are not permitted to use the pool.
- Toddlers and babies are not permitted to swim naked and should wear specifically designed swimming nappies.
- Refrain from using the pool if you have been ill in the last 48 hours.
- Report fecal, sickness or other related accidents around the pool.
- Not to wash toddlers and babies in the pool.
- Keep open wounds covered with a waterproof dressing.

Thank you for respecting these rules.



# HOW TO SPA

## SPA RULES FOR CHILDREN UNDER THE AGE OF 16

### JACUZZI

Children under the age of 16 are not recommended to use the jacuzzi because due to the risk of overheating, dehydration and other harmful effects like:

- Heatstroke
- Ear infections
- Unconsciousness

### SAUNA / STEAM BATH

Children under the age of 16 are not permitted to use the steam or sauna facilities due to very high temperatures which may cause thermoregulatory imbalances.

**Kids SPA menu was developed to provide teens between the ages of 6 and 16 with a variety of services. The program is designed to educate our teen guests on skin and body care.**

- All teens must have their parents consent before receiving treatments and parents must sign a waiver prior to treatments being rendered. A parent or guardian must be present when signing up for treatments.
- All teen guests receiving massage treatments are required to wear their bathing suit bottoms and/or disposable underwear during treatments.
- Parents are not required to be present during treatments; however, they are welcome and encouraged to attend if they choose to do so.
- Teen guests are only allowed to receive treatments noted on the teen menu. No deviations from the menu are allowed.

Thank you for respecting these rules.



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## SAUNA GUIDANCE

**For your own safety and comfort, please read and comply with the following at all times.**

The Wellness and Sauna space is heated and it is designed to cleanse and relax your body and spirit. The sauna process is completed with a relaxing shower and rest.

We recommend that people with the following health conditions do not use the sauna:

- Diseases causing weight loss (TB, Graves' disease, cancer...).
- Acute illnesses (infective diseases, heightened sedimentations, fevers...) or illnesses with attacks (epilepsy, muscle cramps).
- Heart or circulatory diseases.
- Weak circulation and high blood pressure.
- Individuals who have consumed alcohol.

### Appropriate behaviour in sauna:

- Peace and quiet are the basic conditions for an enjoyable time spent in the sauna - singing, laughter and loud conversation are inappropriate.
- We recommend the use of slippers while walking in the sauna area. Before entering the sauna you must remove your footwear and leave it outside the sauna.
- Enter the sauna quickly in order to prevent cold air from entering the sauna. Find a space and sit or lie down.
- In all saunas except the Steam bath, sit on a towel (the towel must be beneath all parts of your body) - for reasons of hygiene, avoid direct contact between your body and the wood.
- You may stretch your legs or lie on your towel or move between the lower and higher bench only if there is sufficient room to do so.
- After leaving the sauna, please shower. Before relaxing in the jacuzzi or cold pool, you must also shower.
- Rest sufficiently and intensively between visits to the sauna.
- The use of bathing suits or other clothing is not allowed. The wearing of jewellery is not recommended.
- While in the relaxation areas and spaces outside the sauna, please wear a bathrobe or wrap yourself in a towel.
- It is not recommended to eat anything before using the sauna, with the exception of foods that aid in cleansing the body (e.g. a slice of sourdough bread with a little butter or mixed vegetables with a glass of herbal juice).
- Before you first visit the sauna, shower and wash your face thoroughly. After using the sauna, washing with shampoo and soap is not recommended. Simply rinse the sweat from your body. Shower with lukewarm water only (in order to rinse any oils from your body), and then with cold water.
- If your feet are cold before entering the sauna, it is highly recommended to rinse them with warm water.
- Do not enter the sauna wet. After showering, wipe yourself dry with a towel.
- During your first visit to the sauna, do not stay longer than 10-12 minutes. If there is enough space lie down for the first ten minutes, then sit for a short time to normalise your blood pressure.
- After this, rest for at least 20 minutes. Repeat this entire process 3 times.
- While you rest, drink as many liquids as possible.
- Before leaving the sauna area, cool yourself down until you are no longer sweating.

Thank you for respecting these rules.



# HOW TO SPA

## JACUZZI GUIDANCE

For your own safety and comfort, please read and comply with the following at all times.

### Appropriate behaviour in jacuzzi:

- Glassware must not be used in or around the jacuzzi.
- Clean bathing suit must be worn at all times.
- Please remove all jewellery before entering the jacuzzi, as the sanitizer may discolour the jewellery.
- Please ensure feet are clean before entering the jacuzzi.
- Water temperatures between 34°C - 37°C are recommended.
- Do not exceed the maximum number permitted in the jacuzzi.
- Do not wear lotions, oils, makeup or skin creams in the jacuzzi.
- Please use the toilet and shower before entering the jacuzzi.
- Do not use the jacuzzi if you had diarrhoea within the last 14 days.
- Please do not swallow the jacuzzi water.
- It is recommended to not exceed 15 minutes immersion at a time.
- It is recommended that the jacuzzi is not used after a heavy meal or while under the influence of alcohol or sedatives.
- Intended users suffering from diseases of the heart and circulation, skin conditions, are immuno-suppressed, subject to fits, or taking drugs affecting the cardiovascular or nervous systems, should not use jacuzzi without first seeking medical advice.
- Pregnant women are advised to consult with their doctor before using a jacuzzi.
- Never use the jacuzzi while using or after using narcotics or other drugs that may cause sleepiness, drowsiness or raise/lower blood pressure.
- Take care when entering and leaving the jacuzzi. When leaving the hot tub leg, muscles may be relaxed enough to make you unsteady.
- If any allergic reaction occurs leave the jacuzzi and rinse off in the shower. If the reaction persists, contact reception or go to a local doctor.
- Avoid using the jacuzzi immediately after a heavy meal.
- Avoid entering the jacuzzi water immediately after exercising as the water temperature can affect the heart rate.
- Shower with soap and water before and after using the jacuzzi. Showering before use washes away many of the common skin bacteria and removes lotions, deodorants, creams etc. which reduce the effectiveness of the Spa sanitizer which disinfects the water.
- Do not eat food or smoke in the tub.
- Do not use any electrical appliances near or in the jacuzzi.
- Do not jump into the water, play ball games, or splash water around the jacuzzi.

Thank you for respecting these rules.