DUCHI DAMARE SPA

Duchi Damare Spa **Etiquette**

Duchi Damare SPA is a world of peace and tranquillity. Its spaces are arranged as follows: entrance, indoor pool, emotional showers, steam room, Finnish sauna and relaxation area, and couples' treatment room.

BOOKING YOUR WELLNESS EXPERIENCE

Our Duchi Damare Spa welcomes guests by reservation only, during selected hours designed to offer tranquillity and the utmost care. The only time we will be unable to guarantee this space is when the maximum number of daily admissions has been reached.

TO BOOK AN APPOINTMENT

To ensure that your preferred time and treatment are available, we recommend booking in advance. Guests are welcome to contact the Spa reception for information and advice on treatments and time-slot availability.

HEALTH CONDITIONS

When making a reservation, we kindly ask Guests to inform the SPA staff of any health conditions, allergies or injuries that may affect their treatment or use of the facilities.

PREGNANCY

When making a reservation, please inform the SPA staff, who will guide expectant mothers in choosing the most suitable treatments and services.

AGE REQUIREMENT

For health and safety reasons, the SPA is not suitable for guests under the age of 16, who are therefore unable to enter.

ARRIVAL TIME

We recommend arriving at least 10 minutes before your appointment. Please wear the bathrobe and slippers provided.

LATE ARRIVAL

If you arrive late, we will do our best to provide the full treatment or service. However, if the therapist is already booked for a subsequent treatment, we will be unable to guarantee the full duration, and the treatment will be charged in full.

CANCELLATION POLICY

The appointment may be cancelled free of charge with at least 24 hours' notice before the agreed service. In the event of late cancellation or a no-show, we reserve the right to charge the full amount of the service. Exclusive-use services are subject to special conditions, which will be agreed upon confirmation. For same-day bookings, no refund is provided in the event of cancellation.

DRESS CODE

Swimwear must be worn in all areas of the SPA, including the sauna and steam room. For the utmost comfort, we recommend making your way to the wellness area in your bathrobe. All Guests will be provided with a complimentary kit including a towel and slippers.

GOOD SPA HABITS

The SPA is a place of relaxation. We kindly ask Guests to respect everyone's right to privacy and tranquillity. To this end, Guests are asked to speak quietly, to refrain from smoking in non-designated areas, to silence mobile phones and laptops, and not to take photos or videos, except in designated and clearly signposted areas.

GIFT VOUCHERS

The Spa is also a pleasure to share. Guests may purchase our vouchers to give in person or to have delivered to the recipient. Vouchers are non-refundable and must be presented at the time of treatment or entry, within their validity period.

COSMETIC RANGE

The BAKEL product range is available for purchase at the SPA reception. Our team will be delighted to provide all the information you may need.

For information and reservations, please contact our reception by dialling 9 from your room telephone.