



## Spa etiquette

### **Appointments and reservations**

We recommend that you book in advance to ensure the time you prefer and the availability of treatment.

External line: (+30) 2385440900

Please address your email: [spa@thelynxresort.gr](mailto:spa@thelynxresort.gr)

### **Before arrival**

We recommend that you leave all your jewelry and valuables in your room before arriving at the spa. Male visitors are advised to shave before all facial treatments to ensure maximum results are achieved.

### **Arrival time**

Please arrive at the White Mist Spa 10 minutes before your scheduled treatment to complete the client form for your lifestyle. Please let us know by phone if you are late for an appointment and if possible, we will try to ensure full treatment time, but to be able to serve the next guest, your treatment time may be reduced.

### **Mobile phones**

Avoid using your mobile phone at White Mist Spa. Keep your mobile phone running quietly throughout your stay.

### **During your stay**

Start with a relaxing shower before any treatment, as it will prepare your skin for maximum product effectiveness. We ask that you respect the privacy of other guests by speaking in a low voice.

### **Spa attire**

You can wear the bathrobe and slippers from the hotel room or we can provide them at WHITE MIST SPA. In wet areas, the use of swimwear is necessary. For your treatments we provide the choice of disposable underwear. Alternatively, you can wear your own. Our therapists will always use techniques that respect your privacy.

### **Loss or damage**

Unfortunately we do not take any responsibility for any loss or damage to your personal belongings.

### **Payment and Cancellation Policy**

Cash or credit card payments are accepted or charged directly to your room. For cancellations please let us know at least 3 hours prior to the scheduled appointment. If such notice is not provided you will be charged with 50% of the treatment cost. All prepaid programs are non-refundable and non-transferable.

### **Buy a Gift Card**

Gift Cards for spa treatments are available at the White Mist Spa Reception.

### **White Mist Spa Boutique**

White Mist Spa prides itself on the high caliber of the treatments we provide. To continue your treatment in the comfort of your home, we

offer you a range of products in our Boutique Spa. Our therapists are highly trained and knowledgeable and can advise you on your options.

### **Accident and injuries**

White Mist Spa is not responsible for accidents or injuries to guests during their stay at the premises.

### **Prices**

All prices quoted are in euros and are subject to change at any time.

### **Age Requirement**

Spa facilities are permitted to people over 16 years old. Children under the age of 16 need to be accompanied by an adult. We trust in your understanding that children under 16 years of age do not have access to the sauna area.

### **Food and Alcohol**

Try to eat light at least an hour before the treatment. Don't drink alcohol before spa or treatment experience.

### **Gym Policies**

For your personal safety, we ask that you wear sports shoes.

### **Safety**

If you feel unwell whilst using the facilities, please inform a staff member.