

MERCURE

HOTEL

PALANGA VANAGUPE
RESORT

SPA ETIQUETTE

We kindly ask you to familiarize yourself with the hotel's SPA centre etiquette, which will help you relax and feel comfortable.

A few general rules for your reminder:

- You are in a professional SPA centre, where every guest is respected. We expect that you will show the same respect to the specialists and other clients sharing the SPA space with you.
- Before using the pools, hot tubs, and saunas, and after using them, please shower.
- In the SPA area, it is mandatory to wear swimwear and appropriate slippers for wet areas.
- Please do not leave children unattended. Children under 16 years old can visit the SPA area only when accompanied by an adult guardian. When children are swimming, an accompanying adult must be in the water with them.
- Please critically assess your swimming abilities. The SPA centre staff will gladly introduce you to the purpose of all the pools. We recommend that children under 12 years old or shorter than 130 cm wear a floating swimming vest during their entire stay in the SPA area.
- When sitting on benches in saunas or relaxation areas, please place a towel under your body.
- Please refrain from wearing jewellery in the SPA centre and during treatments. Jewellery is prohibited in the saunas.
- Please do not visit the SPA centre if you have infectious or contagious diseases, feel unwell, or have symptoms that could pose a risk to your own or others' safety. If you experience health issues, please contact the SPA staff immediately.
- People who are under the influence of alcohol or narcotics are not allowed to use the SPA centre or its treatments. Specialists have the right to refuse the procedure and ask the person to leave the SPA centre.

Preparing for SPA treatments:

- We kindly ask you to arrive 10-15 minutes before your treatment to prepare, relax, and enjoy the atmosphere of the SPA centre.
- We recommend enjoying SPA treatments at least 1-2 hours after a meal.
- For men, receiving facial treatments, please shave no later than 2 hours before your selected treatment.
- You will find a bathrobe and disposable slippers in your hotel room. Please wear them when going to the treatment, as well as in the pool and sauna areas. Guests who are not staying at the hotel will receive a bathrobe, slippers, and towels in the SPA changing rooms.
- Before your treatment, please remove all jewellery and watches.
- Please inform the specialists about any allergies, chronic conditions, pregnancy, etc. This will help them better understand your personal needs.
- Some SPA treatments require complete undressing. The SPA specialist will inform you about this before the treatment and provide special disposable wear for the treatment. During most treatments, you will be covered with a sheet or towel. During Hammam

treatments, you must wear swimwear. If you have any additional questions about wear, please do not hesitate to ask the SPA staff. Your privacy and comfort will be ensured.

During and after the treatments:

- The specialist will greet you at the SPA reception, take you to the treatment room, and introduce the procedure and its duration.
- The specialist may ask a few specific questions about your health to achieve the best possible results. Please inform them about any allergies, chronic conditions, pregnancy, etc.
- During the treatment, try to relax as much as possible and enjoy the experience.
- During the treatment, let the specialist know if you feel uncomfortable, if the background music is suitable, or if the temperature is too hot or cold.
- After the treatment, rise slowly and take your time. The specialist will accompany you back to the SPA reception. If you feel faint, rest in the SPA reception area or relaxation zone and drink some water.
- We always welcome your feedback about the treatments and your experience. It helps us improve and provide even better service.

Booking and cancellation of services:

- Due to limited availability, we kindly ask you to book SPA services in advance by calling the SPA reception at the city phone number +370 460 41199, short number 4000# from your hotel room, or by email at HC108-SPA@accor.com.
- If you are running late for your treatment or scheduled activity, please inform us. Late arrivals will not have their treatment time extended.
- Once you have booked services at the SPA centre, you can cancel them without any cancellation fee up to 4 hours before the service begins. If you cancel later, a cancellation fee of 70% of the service cost will apply.

We sincerely wish you a pleasant rest and always look forward to welcoming you to our hotel SPA centre!

Hotel Management