

Wellness centre & Spa Acquaviva

SPA Etiquette

Our Spa Center is ruled by a few rules that allow us to provide you with the best service. Please read the following indications:

Booking

If you have not booked your treatments in advance, do it as soon as you arrive at the hotel; this will help us satisfying your needs of time and type of services.

Cancellation

Cancellation and unforeseen events are unpleasant for everybody. If you delete an appointment less than 24 hours in advance, the treatment will be charged to you in full.

Arrival time

Please arrive at least 10 minutes before your treatment to allow the staff to provide you with the best service. Please remember that, in cases where you are late, the treatment will not be extended over the set time and consequently it will be shorter.

Preparation for the treatment

We recommend that you take a sauna and a Turkish bath before the treatment (except if you need a wax). These treatments start the relaxation process as they warm up and stretch the muscles, calming down the mind.

Health conditions

Not to compromise the result of the treatment, please inform the masseuse or the beautician about any health conditions, i.e. allergies, pregnancies, medicines you take or other pathologies or diseases.

Treatment payment

All services of the SPA Center can be charged to your room.