

TERMS & CONDITIONS

OPENING HOURS

Spa

Monday – Sunday 09:00am – 21:00pm

Indoor Pool

Monday – Sunday 09:00am – 21:00pm

Spa Treatments

Monday – Sunday 10:00am – 20:00pm

Heat & Water Experiences

Monday – Sunday 09:00am – 21:00pm

SPA ARRIVAL

We recommend that you check in at Spa Reception at least 45 minutes prior to your first scheduled appointment. This allows us to have a brief discussion with you about your treatment expectations and gives you ample time to visit the spa's oasis of heat and water. Please understand that late arrivals will not receive an extension of scheduled treatments.

AGE REQUIREMENT

The minimum age requirement for access to the spa and fitness centre is 18.

CANCELLATION POLICY

Please allow 24 hours' notice of cancellation to avoid charges. Cancellations within 24 hours will incur 100% charge. A credit card number is required at the time of booking.

ADVANCED BOOKINGS

We highly recommend booking your treatment in advance to ensure that your preferred time and service is available. Please provide The Spa Concierge with valid credit card information and contact details to secure the reservation.

HOMECARE

To continue your spa regimen at home, all spa products used in the treatments are available in our spa boutique, including lifestyle items and souvenirs.

GIFT CARDS

Our gift cards are an ideal gift and are available online at <http://www.mandarinoriental.com/gift-cards>

