



## SPA GUIDELINES

### **Operation hours :**

Fitness Gym 8am–10pm | Spa Facilities 10am–10pm | Spa Treatments 10am–10pm

### **Reservations :**

Advance reservations are recommended. Call extension 7047 from your room if you are in house or call us at +609–2213888 or email [spa@thechateau.com.my](mailto:spa@thechateau.com.my).

### **Arrival time :**

Please arrive at least 15minutes prior to your scheduled treatment time. Late arrivals will not receive an extension of scheduled treatments. Your treatment will end in time so that the next guest is not delayed.

### **Facility usage :**

All guests of The Chateau enjoy complimentary use of the spa facilities (steam and sauna rooms only) while spa treatment guests enjoy additionally the complimentary use of the Aroma Hydro pool (jacuzzi).

### **Minors :**

Spa guests below the ages of 16 may have treatments but must be accompanied by a parent with a signed waiver.

### **Respect for other guests :**

Our spa environment is one of tranquillity and relaxation, and in consideration of other guests, all cellular phones and electronic devices should be turned off. Smoking and consumption of alcohol are prohibited in the spa.

### **Spa forms :**

Please fill in the Guest Profile Form and Terms & Conditions Form prior to any treatments. Please notify us if you have any special health considerations or if you are pregnant.

### **Your valuables :**

Please leave your valuables in the safe in your hotel room, as we do not assume any liability for personal items.

### **Cancellation policy :**

A 50% cancellation charge is applied for any cancellations with less than 6 hours notice. A 100% cancellation charge is applied for no-show on appointments confirmed.