

## **SPA CENTER, St. Sofia Golf Club & SPA**

1. CODE OF CONDUCT AND ETHICS
2. SPA CENTER RULES AND REGULATIONS / SPA ETHIQUETTE

### **1. CODE OF CONDUCT AND ETHICS**

**St. Sofia Golf Club & SPA** offers a unique experience, devoted to enhancing overall well-being through a variety of professional services that encourage the renewal of mind, body and spirit. To enjoy your spa experience to the fullest, observe **SPA Code of Conduct**, act responsibly and be aware that common sense and personal awareness can help ensure your satisfaction, comfort and safety, as well as that of others.

#### **As a Spa Guest, it is your responsibility to:**

- communicate your preferences, expectations and concerns;
- communicate complete and accurate health information and reasons for your visit;
- treat staff and other guests with courtesy and respect;
- use products, equipment and therapies as directed;
- engage in efforts to preserve the environment; and
- adhere to the spa's published policies and procedures.

#### **As a Spa Guest, you have the right to:**

- a clean, safe, sanitary and comfortable environment;
- stop a treatment at any time, for any reason;
- be treated with consideration, dignity and respect;
- confidential treatment of your disclosed health information;
- trained staff members who respectfully conduct treatments according to treatment protocols and the spa's policies and procedures;
- ask questions about your spa experience; and
- information regarding staff training, licensing and certification.

### **2. SPA CENTER RULES AND REGULATIONS / SPA ETHIQUETTE**

- **Advance booking** Book as far in advance as possible.
- **Medical conditions** If you have any type of medical condition, be sure to mention it when you book an appointment. Certain treatments may not be advisable for you. You will be requested to complete a medical disclosure questionnaire.

- **Mixing activities and spa-going** On the day of treatment, try to stay out of the sun and avoid alcoholic beverages. Also don't schedule a physically demanding endeavor after a spa appointment. When in doubt, contact the spa to ask whether it is advisable to engage in a particular activity prior to your appointment. If you schedule two treatments together, get a massage before your facial. A body treatment should go before your massage.
- **Punctuality** Arrive at least 20 minutes before your spa appointment so you have time to check in, change into your robe and slippers, and relax. If you are late, your treatment time will be shortened. After a treatment, it's customary to vacate the room within five or ten minutes. Get at the spa even earlier to spend time in the hot zone. It will relax you before your massage. A hot shower can also relax you before your spa treatment and make it more enjoyable.
- **Attire** In addition to a compulsory swimsuit for the swimming pool, bring attire for other activities you plan to enjoy: light, comfortable attire for the fitness center. Access to the spa center is allowed only in slippers and a dressing gown or a towel.
- **Cancellation** Unexpected things do happen, and sometimes it's impossible to keep an appointment. If you must cancel, give the spa as much advance notice as possible. The treatments you select are reserved especially for you. Should you need to cancel a reservation the day before your treatment, you will not be charged. Treatment cancellations on the day or missing the treatment time, St. Sofia Golf Club & SPA reserves the right to charge 80% of your treatment's price.
- **Communicating your preferences** Good communication is important. Be sure to speak up. A spa menu that explains the treatments and staff that can answer any question in detail will be available at the center. All aspects of any treatment can be modified to your taste: amount of light, kind (or absence) of music, and whether or not you choose to have a conversation or enjoy the treatment in silence. If you want the therapist to give you a deep massage, or be gentler, let him or her know. Also, feel free to ask questions. Your therapist will enjoy knowing your thoughts and clarifying any issues you may have. If any part of your experience is unsatisfactory, first tell the therapist. If the response isn't helpful, speak to the spa manager.
- **Eating and drinking** Try not to eat for at least an hour before a treatment, and avoid the consumption of alcohol on the day of a treatment. Drink plenty of water before and afterward, especially if you plan to take a fitness class or enjoy heat therapy, such as a sauna or the steam room.
- **Using shared facilities** Before entering a swimming pool always shower. When enjoying the sauna or steam, always sit on your towel and wear slippers.

- **Smoking** Smoking is not allowed in the Spa center.
- **Alcohol** is not served in the spa center.
- **Children** A spa is a great place to get a little alone time, so it's best not to bring children under 18 in the Spa center. Guests must be at least 18 years of age to experience a spa treatment. If under the age of 18, guests must be accompanied by a supervisor over that age.
- **Cell phones** should be turned off before entering the spa.
- **Conversation** In the SPA center, keep conversations at a low volume.
- **Gratuities** About 15 - 20 percent is customary, but you may of course leave more or less, depending on the quality of the service. Leave the tip at the reception desk when you pay your bill or give it directly to the therapist.
- **Extend the spa experience at home.** Take care of yourself at home. At the spa center you can buy most of the products used in the procedures. Don't feel pressured to buy, but it's a good idea to get into a skin care routine at home.
- **Eco-awareness** Being respectful of your environment is part of the spa experience. Use only the number of towels necessary: washing them uses water and electrical, which are limited resources in some communities.
- **Access to the Spa center** (excluding massages and procedures) is free of charge for St. Sofia Golf Club & SPA members. Anyway, access to the Thermo zone, Swimming pool and Fitness center is subject to reservation at the Spa reception. Non members are charged with visitors' fees and they should always be able to show their tickets to the Spa personnel.