

SPA ETIQUETTE

Spa Hours

The spa is open daily from 8:30 a.m. to 7 p.m.

Treatments are offered Monday through Sunday from 9 a.m. to 7 p.m.

Appointments outside of regular hours may be arranged at an additional cost.

Reservations

Advanced reservations are highly recommended to ensure preferred appointment times and services. Please email spa.jbi@oetkercollection.com, call +1 268 462 6000 ext. 4423/4424, or dial extension 4423/4424 from your in-room telephone to make a reservation.

Arrival

To prepare your body for the deepest therapeutic experience, we encourage you to arrive 30 minutes prior to your scheduled appointment time to take full advantage of our thermal sauna and steam facility. In case of late arrival, we cannot guarantee an extension to your time. Please refrain from consuming alcohol or a heavy meal prior to treatment as this could have a negative effect on your experience.

Spa Amenities

Upon arrival, you will be escorted to your personal spa suite which is equipped with a private shower and amenities. Complimentary fruit, nibbles, teas, infused water and fresh fruit drinks will be available throughout your visit.

In-Room Treatment

The spa offers in-room services for select treatments. A surcharge applies.

Pregnancy

The spa offers specially designed treatments for expectant mothers. Allow us to assist you in selecting suitable treatments for this special time. We also advise you to consult with your physician prior to booking.

Tax & Service Charges

Spa pricing is subject to 15% government tax and 10% service charge, applied to the guest bill upon completion of spa service.

Cancellations

Please provide at least 24 hours' notice of cancellation to avoid being charged in full. No shows will be charged the full treatment rate. For group cancellation policies, please inquire with your group coordinator.