

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.

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

Reservations

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

All therapists are female; however, if you require a male therapist, please inquire at least 72 hours in advance.

Covid-19 Policy & Updates

We would like to reassure you that we have taken extra safety measures in line with recommendations from the CDC and WHO as well as the Government of Antigua and Barbuda. In order to ensure your safety as well as the safety of our employees we ask that you inform us ahead of your visit to the spa if you or a family member has developed any of the following symptoms: Cough, Fever, Breathlessness, Sore Throat, Headaches 7 days prior to your appointment, or if you or a family member has recovered from any of these symptoms 14 days prior to your appointment.

Kindly note the established protocols during the Covid-19 pandemic:

- It is mandatory for face masks to be worn at all times. This is currently a legal requirement by the Government of Antigua and Barbuda.
- The thermal area is limited to one guest or couple per appointment slot. Please advise us upon your arrival if you wish to utilize these areas.
- In the case of a massage or body treatment, guests will be required to shower before the service.
- Group fitness classes are now limited to 4 persons per class therefore a reservation is required for each class.
- The use of the gym is now limited to 5 persons at any given time.

Arrival

To prepare your body for the deepest therapeutic experience, we encourage you to arrive 15 minutes prior to your scheduled appointment. 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

The use of the spa thermal area is available to all spa guests. Feel free to take full advantage of our sauna, steam, or plunge pool before or after your service.

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's bill upon completion of spa service.

Cancellations

Please provide at least 24 hours' notice of changes or cancellations 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.