

Spa

FREQUENTLY ASKED QUESTIONS

Who will assist me in the selection of my treatments?

Our Spa receptionists will help you select the treatments that best suit you according to your needs and desires.

What should I do if I have a health issue?

Please let the Spa receptionist know when you reserve your treatments. Upon registration at the Spa all of our guests are asked to fill out a medical questionnaire, where you can specify your condition.

Should I wear undergarments for my treatment?

It is not necessary. However, the Spa can provide you with disposable garments for your convenience.

Where should I leave my jewelry and valuables?

Please leave all valuables in the safety box in your room. The spa is not responsible for lost jewelry or valuables. If you forgot to remove any of your valuables, we recommend that you leave them in the locker that we will provide you for use during your treatment.

What will happen if I am late to my appointment?

Arriving late will limit the length of your treatment. We are therefore unable to guarantee that you will be able to fully enjoy a complete Spa experience.

How long before my appointment time should I register at the Spa?

If you would like to enjoy our Grand Velas hydrotherapy circuit, we recommend that you register one hour in advance. The minimum registration period required is 15 minutes before your appointment if you wish to enjoy your treatment immediately.

Are there any particular suggestions that I should consider?

We recommend against arriving for your treatments right after a meal. Please do not shave your legs before a body exfoliation and avoid sun burn, as it could interfere with the enjoyment of your treatment. We recommend using a bathing suit in the hydrotherapy area as well as using sandals.

What policies should I be aware of?

In order to enjoy a Spa experience, please avoid the following:

* Introducing food items to the Spa * Smoking * Arriving for a treatment under the influence of alcohol or drugs *Walking barefoot *Using a cell phone * Access to the Spa is not permitted for minors under the age of 16

How should I pay for my Spa treatments?

If you are a guest of Grand Velas, you may charge the treatments to your room folio. You may also pay for them directly in the Spa. External clients must pay for in their treatments in cash or with a credit card directly in the Spa.

What is the cancellation policy?

All cancellations must be made a minimum of 4 hours before your appointment. Cancellations made less than 4 hours in advance will result in a 50% charge of your treatment price. No refund will be granted.

What will happen if I forget to arrive for my appointment?

If you do not arrive for your scheduled appointment, it will be automatically cancelled and you will be charged 100% of the treatment price. No refund will be granted.

Due to company policy, special discounts, coupons and promotions cannot be combined.