

## SPA ETIQUETTE

To maintain the relaxing atmosphere of the SPA, please speak softly and mute your phone.

Treatments are subject to availability: we recommend to schedule an appointment before the arrival.

Appointments for children under the age of 18 must be arranged with a parent or with an adult, who must be present during the session.

### CANCELLATIONS

If necessary, please cancel the treatment or change the time at least 24 hours before the appointment.

If cancellations are made with less than 24 hours' notice, 50% of the treatment fee will be charged. In case of cancellations without prior notice, 100% of the treatment cost will be charged.

### ARRIVAL

We kindly ask you to arrive 10' minutes before the agreed time in order to be able to fill out the treatment form and report any special conditions.

Respecting other guests, in case of delays, the treatment can only be performed for the remaining time of the appointment.

The full cost of the treatment will still be charged.

### WHAT TO WEAR

The Oasi Belvedere reception provides towels for the pool and bathrobes and slippers for the rooms. You can access the SPA in your bathrobe and slippers from your room. The necessary disposable items will be provided in the cabin for treatments. We recommend wearing a tracksuit and trainers for Belvedere fitness and sports activities.

### PRECAUTIONS

Avoid alcoholic beverages before a treatment. If you need to shave (particularly in the case of a facial treatment for men), it is recommended to shave at least 2 hours before the session.

### PHYSICAL CONDITIONS

We kindly advise you to inform us of your physical condition while filling out the treatment form, pointing out any situation such as allergies, pregnancy or other illnesses.

For pregnant women, massages from the fourth month of pregnancy onwards with natural and organic massage oils are recommended.

### VALUABLES

We recommend to leave your valuables in the room safe; the Oasi Belvedere and Hotel Belvedere Locarno decline all responsibility. However, if lost items are found, they will be handed at the hotel reception.

### IN ADDITION, WE WOULD LIKE TO INFORM YOU THAT

- in the wellness, relaxation and fitness area on the 1° floor, access to children up to 15 years of age is not permitted and from 16 years old only accompanied by an adult;
- from 7:00 - 9:30 and 18:30 - 20:00, access to the pool and whirlpool area is only allowed for adults;
- towels are required to access the saunas;
- for hygiene reasons, it is compulsory to take a shower before using the pool, whirlpool and saunas;
- the whirlpool is not recommended for children and people with cardiovascular problems and high blood pressure;
- diving and games are not allowed in the pool;
- in the wellness, relaxation, fitness and pool area, is allowed to use electronic devices only with headphones;
- for the purchase of products, sun creams and swimwear, please contact our team.