

GENERAL INFORMATION

Arrival time

Please allow sufficient time before your treatment to complete a spa consultation form and / or health questionnaire. We recommend you arrive up to 1 hour in advance of your treatment so that you can change clothes, relax and enjoy the spa facilities. Please be advised that late arrivals will result in a reduction of treatment time.

Health conditions

When making your spa reservation kindly advise us of your health conditions, allergies or injuries which could affect the choice of treatment.

Pregnancy

We have specially designed treatments for expectant women or nursing mothers. Please allow our spa team to guide you in selecting which treatments are most suitable during this special time.

What should I wear during my treatment?

In the spa, disposable briefs are available for use during the treatment. We recommend that you undress completely or wear your underwear under the bathrobe.

And in the sauna?

In principle, no clothes are worn in the sauna, but swimming clothes are allowed if you feel more comfortable. Towels are provided in the lockers and are obtainable at the spa reception.

What happens if I do not feel well during the treatment?

If you find certain massage treatments and techniques painful or unpleasant, please inform your therapist.

Should gentlemen shave before a facial treatment?

This is recommended, but not necessary. If you wish to shave first, please do so at least two hours before your facial begins.

Fitness dress code

Sports clothing and indoor sports shoes are compulsory for the use of the fitness area. Towels and earphones are available at the spa reception.

Cancellation policy

A 100% charge will incur for any treatment not cancelled at least 24 hours prior to your scheduled time. A late arrival will shorten your treatment time.

Spa & Children's policy

We are delighted to offer treatments for children under 16 years old however, they must be accompanied by an adult for the whole duration, apart from manicures and pedicures taken in the SENSAI. Please contact the spa reception for details on treatments available for our younger guests. The minimum age required for spa treatments and access to the thermal and fitness area is 16.

The spa is an oasis of peace, rest and relaxation. Please respect all spa guests' right to privacy and serenity. In light of this, the spa is a mobile phone, Blackberry, pager, camera and smoke free zone. Thank you for your kind understanding.

Valuables

The hotel will not be liable for theft at Spa Nescens or any other areas of the hotel. If valuables, larger amounts of money or securities are not handed to the hotel's safe at the main reception for storage, the hotel cannot be held liable (OR 487488).

Prices

All prices are quoted in CHF and are subject to change at any time. Gratuities are not included and are welcomed at your discretion. Not responsible for printing errors.

Gift vouchers

Gift vouchers are always a pleasant surprise. They can be used for the complete range of spa offers. You may order your voucher directly online.