

SPA ETIQUETTE

Treatment

Our treatment area is an exclusive place of peace and relaxation, which is why we ask you to respect the following instructions and recommendations. Thank you very much and have a relaxing break!

APPOINTMENT

Already booked your feel-good moment?



Select your individual SPA treatment early online at gardasee.spa-rosa.de

As our treatments are very popular, we recommend to book your personal time-out in good time before your arrival and our experienced cosmetics and massage experts will give you a warm welcome!

CANCELLATIONS & DELAYS

We kindly ask you to inform us!

If you are unable to keep a booked appointment, we kindly ask you to inform us up to 12 hours in advance. In the event of non-compliance, we will charge you 100% of the treatment price.

HEALTH & WELL-BEING

Your well-being is important to us, so please make us aware of your health and well-being issues when booking your appointments and carefully complete the health questionnaire before your first treatment. Your data will be processed in accordance with the GDPR and treated confidentially.

PREGNANCY & BREASTFEEDING

Congratulations

Many of our beauty and massage treatments are also suitable for you. Please let us know your wishes so that you can fully enjoy your personal time-out with us. We recommend that you take advantage of a treatment from the 4th–7th month of pregnancy at the earliest and that you consult your doctor beforehand.

PREPARATION FOR YOUR TIME-OUT

In peace and without haste!

In order to start your time-out in a relaxed manner, we ask you to arrive on time – at least 5–10 minutes before your booked time. Out of respect for the following guests, any delay on your part will be deducted from the application time.

JEWELRY & VALUABLES

Everything is safe!

Please leave your valuables in your hotel room safe and refrain from wearing jewelry and make-up during your treatment. Please remove your nail polish before a manicure/pedicure.

CLOTHING & HYGIENE

Everything is ready for you!

A warm shower shortly before the massage treatment relaxes and prepares the skin for our high-quality massage oils and care products. All body treatments are best carried out without clothing, whereby parts of the body that are not being treated are covered with towels. We are happy to provide you with disposable briefs for „him“ and „her“ – it is also possible to wear a mouth-nose cover for all services close to the body.

PRIVACY & PROFESSIONALISM

Our top priority & promise to you:

you can change your clothes alone and undisturbed in the treatment room. During the treatment, all parts of the body that are not included in the treatment are covered with towels. For ladies, the chest area is spared during the body treatment. If you are still uncomfortable, please contact us directly. We do not tolerate inappropriate behavior during a treatment. All staff have the right to terminate the treatment if necessary.

PEACE & DISCRETION

Find peace and enjoy silence!

Out of consideration for your relaxation, we ask you to mute or turn off your cell phone during your stay at the SPA. Please refrain from using cameras and laptops and keep your conversation quiet and reserved, especially in our relaxation rooms.

KIDS

Wellness for the little ones!

We also offer age-appropriate cosmetic and massage treatments for our little wellness connoisseurs. The presence of a parent or guardian during the massage treatment is expressly desired. A declaration of consent must be signed by the parent or legal

guardian before the start of a service and our competent SPA team will be happy to advise you on our individual offers.

PERSONAL CARE AT HOME

Take a souvenir of your experience with you!

In our SPA store you will find numerous products from our exclusive and sustainable partners. Our competent SPA team will be happy to advise you!

GIFT VOUCHERS

The perfect gift for your loved ones!

“Feel-good time shared is happiness doubled“ – give the gift of a very special time out. Our team at the SPA reception will be happy to advise you on our selection of vouchers.

FEEDBACK

Your opinion matters!

If you have any comments, special praise or constructive criticism, we would be grateful if you could contact us personally.

