



## Etiquette

### Opening hours

Varsana SPA is open daily from 9.00am to 9.00pm. Massages and treatments are available from 10.00 am to 8.00 pm.

### Products

For an enhanced effectiveness of the treatments, Varsana SPA recommends you take care of your skin also at home, choosing products of the most well-known professional cosmetic lines. Our consultants are at your disposal for any advice about the most suitable product for you.

### Reservations

Reservation required. We invite you to send an email to [varsanaspa@palazzodivarignana.com](mailto:varsanaspa@palazzodivarignana.com) or call at +39 051/19938310.

For group reservations (starting from 4 people) it is required the payment of a non refundable deposit of 30% of the total. The same deposit is required for SPA Suite reservations.

### Arrival time

To enable our staff to follow the agenda and in order for them to offer the best possible service, we recommend that our guests arrive slightly in advance. In case of delay, the duration of treatment shall be shortened, as the cabin and the operator may have been already booked for the following session.

### Medical conditions

Please inform the staff about any medical condition you may suffer from, at the time of booking. Some treatments might be subject to contraindications. Moreover, we also recommended you inform the operator before starting the treatment, in case of any medical condition which could affect the result of the service.

### Contraindications

The spa and wellness treatments present contraindications during early pregnancy or in case of infectious skin diseases, allergies, recent surgery, high blood pressure, daily intake of medicines, severe heart diseases, cancer, fever, fractures or dislocations, epilepsy, asthma, and other acute illnesses. Please notify the reception about any particular health conditions, at the time of booking, by signing the disclaimer concerning the use of the SPA. We recommend anyhow you always inform the staff prior to the treatment.



### **Precautions**

Do not consume alcohol and eat only light meals before accessing the services of the spa, the fitness courses, the sauna and steam baths. If you wish to shave (especially in case of facials for men) we recommend you do so at least two hours before the treatment. Shaving your legs is not recommended before a body scrub treatment. The burns from sun exposure may limit the effectiveness and pleasantness of the treatments. Please use the appropriate sunscreen for your skin during sun exposure.

### **Children**

Children under 16 can access only to the Crystal Pool area accompanied by parents (from 0 to 11 years until 1.30 pm, from 12 to 16 years until 5 pm) and only to the outdoor pools during the summer period. A proper behaviour, adequate to a relaxing location is required. Moreover, children under 3 years of age must wear a swim diaper, which may be purchased at the SPA reception.

### **Discretion and Decency**

We commit to offer our guests an oasis of relax and well-being in a serene, meditative and relaxing environment. Therefore, we invite all guests to turn off mobile phones or pagers and to lower the tone of voice when in the SPA. Guests must wear swimsuit and swim cap and the use of the bath towel is required in the saunas and swimming pools. Our beauty therapists know how to use towels to protect your privacy and discretion at all times.

### **Courtesy Kit**

At the SPA reception you will find a courtesy kit containing a bathrobe, slippers, a towel and a bathing cap. In case the courtesy kit is not returned, you will be charged of 80 euros.

### **Jewellery and Valuables**

Most treatments are easier to perform without the interference of jewellery. Therefore, we recommend you do not wear any bracelets, necklaces or piercings. Guests shall also leave all valuables in the safe-deposit box in their room or in the specific lockers provided by VARSANA SPA.

### **Cancellations**

Cancellations must be notified at least four hours prior to the treatment. Any cancellation communicated with a shorter notice will be charged half price of the treatment. Any cancellation without notice will be charged the total price of the treatment.

### **Varsana SPA**

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