

Health Considerations

Please be aware that we ask customers to refrain from selecting any of the listed menu items if any of the following apply to them.

- Pregnant women
- People with heart disease
- People undergoing dialysis
- People with osteoporosis
- People who have a fever of 38°C or more
- People who have drunk a large quantity of alcohol
- People who have just had surgery or just broken a bone
- People with varicose veins
- People with epilepsy
- People with infectious diseases such as skin diseases or ailments
- People who have rashes caused by oil
- People with conditions such as atopic dermatitis, eczema, or inflammation (including sunburn)

We ask that people who are currently attending hospital or who have been diagnosed with any conditions check with their physician before booking an appointment.

Important Points

- Our services are for customers aged 18 and over.
- We ask that you refrain from bringing children with you.
- Please refrain from eating a large amount or drinking alcohol before your treatment.
- Please refrain from using your phone inside the salon. We ask that you set your phone to silent mode or turn it off.

Information

Reservations and visits

Please let us know your desired time and date by telephoning us in advance. On the day of your treatment, please arrive at the salon reception at least 10 minutes before your appointment time. Before your treatment begins, you will receive an explanation of the facilities and a consultation about your treatment, while enjoying a welcome drink.

Preparation for changing clothes

We have changes of clothes available for use during your treatment (bathrobes, disposable shorts, etc.) There is nothing in particular that you have to prepare. Things like oil-based fragrances can cling to clothes, so we recommend that you arrive wearing as light clothing as possible.

Contact lenses

We ask that you remove your contact lenses while receiving treatment, because oil and makeup can go in your eyes and stain them. We cannot assume responsibility in the unlikely event that your contact lenses might be lost or damaged.

Valuable items

We do not handle any valuables at the salon. We recommend that you put your valuables inside the safe in the room where you are staying. We cannot assume responsibility in the unlikely event that your valuables might be lost or stolen.

In the event that you are late for your appointment time

If you are late for your treatment, we will reduce the length of your treatment time so as not to inconvenience the next customer. Please be aware in advance that you will still be charged the regular price for this shortened appointment. This rule enables everyone to enjoy the spa equally. We ask for your kind understanding in this matter.

Cancelling or changing appointments

Please contact us at least one day in advance to cancel or change treatment type or appointment date or time. Please be aware in advance that cancelling on the day of your appointment will incur a cancellation fee, which is 50% of the regular cost of your treatment.

Payment method

Bills for salon treatments must be signed for. Please settle your salon bill at the hotel front desk when you check out.