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## SPA ETIQUETTE

### SPA EXPERIENCES SELECTION AND APPOINTMENTS

If you need help choosing a type of Spa Treatment or Massage, we ask that you contact the Adam & Eve Reception directly. You can also do it through the internal extension 2721 or email [spa@edenresort.pt](mailto:spa@edenresort.pt). Our therapists can also make treatment programmes specially tailored to your needs.

### CANCELLING OR RESCHEDULING SPA EXPERIENCES

As a courtesy, you will always receive a confirmation of your booking before arrival. If there is a need to cancel or reschedule a reservation, a 24 hours' notice is required. The failure or lack of notice implies the charging and validation of the Spa Session in full.

### PHYSICAL LIMITATIONS

If you have any disease, are taking medication or are pregnant, report that to the Spa Staff. Some Spa treatments might not be suitable to your physical condition.

### ACCESS

The access to the Hydrotherapy area is free of charge to all Hotel guests from 9am to 5pm. From 5pm to 9pm the Hydrotherapy is for exclusive use of adults and a fee will be applied of €5 per person, this fee will be waived if the client has a treatment or massage booked. However, we request that you maintain silence to not disturb the relaxing environment of this space. Children or youths aged less than 14 years old cannot have Spa Treatments unless they are accompanied by their parents. They are only allowed to be accompanied by friends, other relatives or other people if the customer is physically or mentally disabled, which should be proven by a medical certificate. For the use of the pool is compulsory the use of a swimming cap.

### RECORDING OF IMAGES ADAM & EVE

Is a space of peacefulness where we protect your image and the image of others. It is strictly forbidden to record images, pictures or videos without the prior consent of the people present and the administration.

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### YOUR FIRST VISIT

We recommend that you check-in 30 minutes before your treatment's appointed time. You will thus have time to better appreciate and enjoy all of the space and particularly the use of Hydrotherapy Area.

### PUNCTUALITY

Check-in should take place 10 minutes before your treatment's appointed time in case you don't want to enjoy the Hydrotherapy Area. If you arrive late it will restrict your well-being experience.

### WHAT TO WEAR

For your convenience, you will be given a locker, robe and slippers for any spa treatment or ritual. From 5pm to 9pm the Adam & Eve Spa also provides a locker, robe and slippers so you can comfortably enjoy your moment of wellness.

### MOBILE PHONE POLICY

Your stay at Adam & Eve Spa is a relaxing experience, so we request that you switch off your mobile phone when you enter it and keep the tranquillity