

Salon Etiquette

What if I am late for my appointment?

We encourage you to arrive 10 minutes prior to your treatment. This will allow time for you to complete a consultation form and to relax before the treatment. Arriving late will lessen your time spent with us. The service you require has been reserved especially for you. We require the allocated time that has been marked out for your service. Treatments will always finish as scheduled in order to not delay and inconvenience the next client. As a courtesy to all our clients, we would appreciate you let us know if you are running late for your appointment.

Chanoyu Spa reserves the right to refuse to process or refuse service to anyone at any time at our sole discretion.

Can I bring my children along?

We love kids, but we try to provide the most relaxing environment. It is preferred that you do not bring your children along so that you can fully enjoy the experience.

Using mobile phones

Please switch your mobile off or to silent before the treatment so it doesn't interrupt the flow of your treatment .

Lost Items

Please be careful about collecting all items before leaving. We will try our best to get your items back to their owner if you happen to leave something behind however, we take no responsibility for personal items left in our spa.

Medical Conditions

Please inform us of any medical conditions, health concerns, recent surgical procedures, any medications you are on, and if you are pregnant when making your booking and when completing your client card. Your therapist can correctly advise or adjusting the procedure of your services for your safety.

Pregnancy

We recommend that you wait until your second trimester to enjoy massage and body therapies. Please inform us upon your booking regarding your pregnancy. We are happy to advise you on suitable treatments for you during this special time.

Special requirements

Please inform us of any special dietary requirements for your Lunch/Dinner at the WabiSabi Salon for all Chanoyu Retreat packages.