



+27 60 613 2704 | [www.myappointment.co.za/infinity-wellness-spa](http://www.myappointment.co.za/infinity-wellness-spa) | [relax@infinitywellness.co.za](mailto:relax@infinitywellness.co.za)

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Welcome to Infinity Wellness Mobile Spa, the ultimate relaxation indulgence in the comfort of your home, apartment, office, or hotel. Thank you for your booking with us & our hotel affiliate, please take note of the following with regards to your treatment/s:

#### **SPA ETIQUETTE**

- **TURN OFF YOUR CELLPHONE**

You can't relax if you're answering calls, checking emails, and texting. And neither can the person next to you. This goes even if you're getting a pedicure. Bring a book or magazine instead and use this time to disconnect.

- **PERSONAL HYGIENE**

We pride ourselves in using the best hygiene practices. As such, we ask that you please do the same and ensure that you take a shower/bath prior to the start of your treatment. It will freshen you up before your treatment. This step is especially important if you've spent time in a pool, which has chlorinated water. You want to get the chemicals off & not have them massaged in.

- **SPEAK UP ABOUT WHAT YOU WANT**

During the massage, feel free to speak up on anything you would like to be different - more pressure, less pressure, quieter music, a blanket if you're cold, etc. Your comfort is the most important thing, and your therapist is there for you.

- **STAY IN YOUR SPA NUDITY COMFORT ZONE**

Massage is usually done nude, but you are covered at all times. You will be provided with towelling in the interest of respecting your privacy and dignity at all times. Only the area that is being worked on will be exposed at any given time. Please be sure to show the same respect for our staff by avoiding any unnecessary exposure. The areas that you can expect to be exposed and/or touched during treatments strictly excludes anything below the waist or above the top of your thigh, as well as your stomach, chest and underarms.

- TO TALK OR NOT TO TALK

You can talk during the treatment or be still, as you choose. The therapist should follow your lead. In general, try to use a quiet "spa voice" when you talk anywhere in the spa.

- GETTING UP FROM YOUR TREATMENT

You don't have to jump up instantly, but the therapist likely has another client after you so don't linger too long. Most therapists now say, "I'll wait outside the door," so you are aware.

### **ARRIVE ON TIME**

Please be available for your treatment at least fifteen minutes earlier as you need time to fill out paperwork and change into your robe. Should you arrive late for your booking, the treatment will be shortened, and will finish at the end of the booked time slot. Treatments will not be extended for late arrivals. Time indications are appointment times and not treatment times.

For in-suite treatment we would require 5-10 min to set up. The therapists will therefore arrive 15min prior to your booked slot.

### **CANCELLATION POLICY**

Once confirmed, your booked timeslot will be held exclusively for you. Due to the high demand for treatments, please take note of the following:

14 days or less before arrival, on day of arrival, during the treatment, no show - full payment due.

15-28 days before date of arrival - full 50% deposit payable.

28+ days before date of arrival - refund of deposit.

All cancellations are subject to an 8% administration fee

Treatments are non-exchangeable, and rescheduling will NOT be permitted.

### **DISCLAIMER**

We intentionally use the most natural, chemical free products as possible. However, if you have any medical conditions, are pregnant, have allergies, injuries, skin complaints, conditions or infections, please be sure to consult your doctor before proceeding with a booking. Please also be aware that pacemakers, epilepsy, metal braces on your teeth, metal implants, broken capillaries or inflammation, broken skin and lesions may affect your treatment options. Again, it is advisable to consult a medical practitioner prior to making a booking and imperative that you inform your therapist accordingly.

By making payment and confirming your treatment booking, you, the client, affirm that you have read and understand the details as outlined in this disclaimer. Infinity Wellness Spa staff, agents, suppliers and all affiliates are hereby indemnified against any and all liabilities, claims, expenses, side effects, damages and losses, including legal fees arising as a result of or in connection with your spa treatment.