

CODE OF CONDUCT

YOUR RIGHTS AND RESPONSIBILITIES AS A SPA GUEST

Although there are many spas around the world, each offering a unique experience, they are all devoted to enhancing overall well-being through a variety of professional services that encourage the renewal of mind, body and spirit. To enjoy your spa experience to the fullest, observe the Code of Conduct, act responsibly and be aware that common sense and personal awareness can help ensure your satisfaction, comfort and safety, as well as that of others.

AS A SPA GUEST, IT IS YOUR RESPONSIBILITY TO:

Communicate your preferences,
expectations and concerns

Communicate complete
and accurate health
information and reasons
for your visit

Treat staff and other guests
with courtesy and respect

Use products, equipment and
therapies as directed

Engage in efforts to
preserve the environment

Adhere to the spa's published
policies and procedures

AS A SPA GUEST, YOU HAVE THE RIGHT TO:

A clean, safe and
comfortable environment

Stop a treatment at any
time, for any reason

Be treated with consideration,
dignity and respect

Confidential treatment of your
disclosed health information

Trained staff who respectfully
conduct treatments according to
treatment protocols and the
spa's policies and procedures

Ask questions about your
spa experience

Information regarding staff training,
licensing and certification

