

Living Waters Spa

AT TAUPO DEBRETT'S SPA RESORT

Spa Bookings & Etiquette

AMENDMENTS & CANCELLATION POLICY

Should you wish to amend or cancel your appointment, please give us at least 12 hours' notice to avoid being charged the full treatment costs for unused spa room and therapists time. For groups of 4 or more we require 48 hours' notice for appointment alterations or cancellations. If no notice is given, full payment will be charged to the credit card number supplied.

TIMINGS

We advise you arrive 10 mins prior to your appointment time to fill out a consultation form. Providing your therapist with relevant information about your health and well-being, assists them to ensure you receive the greatest benefit from your chosen treatment.

If you wish to use the Thermal pools before your treatment, we recommend arriving 1 hour prior to your treatment time.

CHILD POLICY

To ensure a serene and peaceful atmosphere in our Day spa, children under 16 are not permitted.

Please also be aware of the Taupo Hot Springs Policy which requires children under 14 to be accompanied by an adult at the pools.

Please note: All treatments are restricted to clients over the age of 18 years (ID may be required)

PREGNANCY / MEDICAL CONDITIONS

If you are pregnant or have been treated for cancer or had radiotherapy within the last five years, please let us know at the time of booking, alternative treatments other than massage may be offered.

MOBILE PHONES

Mobile phones must be on silent whilst in our Day Spa. We also ask that you respect other guests' relaxation needs whilst in the spa and speak softly and in low tones.