



WELCOME

Lush Cabanas Spa invites you to immerse yourself in our lush garden oasis. Dedicated to nourishing the mind, body and spirit, our team will guide you through a journey of relaxation.

SPA HOURS

Mon – Wednesday: Closed

Thursday - Sunday: 10h00-18h00

December Holidays: Normal hours and closed on the 22nd December till 22nd January of the following year.

SPA FACILITIES

- 2 Private en-suite change rooms • Inside & outside relaxation areas • Outdoor swimming pool • Spacious relaxation gardens • 2 private double treatment rooms • Pedicure area • Parking area

FACILITIES & ACCESS

- Kindly assist us in maintaining the serenity of the Spa environment by refraining from smoking or using cell phones for loud music or shouting • Cupboards are available for your personal items & clothing • The Spa will provide a gown, slippers for you to use during your visit • Swim wear must be worn at all times while enjoying our Spa pool and please provide your own swimming towel and accessories • Lush Cabanas Spa is not responsible for any theft, damage, loss or misfortune that may occur • Please alert your therapist\reception of any medical conditions, i.e. heart conditions, high blood pressure, injuries, allergies, diabetes, pregnancy, etc. • **Failure to respect the above rules may result with you escorted out or fined or legal actions processed against you. Lush cabanas uses the “you break, you pay policy”, any damage caused to facilities /amenities /cutlery/décor by you will be paid by you.**



BOOKINGS

- We recommend that your reservation is made in advance to avoid disappointment • All bookings\facilities\times are subject to availability • A 50% deposit or full payment is required to secure your reservation. No reservation will be confirmed until proof of deposit payment has been received • Kindly arrive at your scheduled treatment time. **Late arrivals will be completed in the allocated time and the fee will remain unchanged** • Please advise prior to your Spa arrival should you have any special requirements • **No cash refunds for products\vouchers purchased or services rendered.**

CANCELLATION POLICY

- Late arrival will result in a shortened appointment time with the full fee being applicable • We require 24hr notice for rescheduling of appointments • Reservations not cancelled 48hrs in advance will result in a 100% cancellation charge. Any event or Sparty cancelled within 7 days will require a 50% cancellation charge or a 100 % charge if within 72 hours. Gift vouchers will be null and void for no shows or late cancellation.

GIFT VOUCHERS

- Gift vouchers make ideal gifts for any special occasion and can be purchased for a monetary amount or for specific treatments • Vouchers will be noted as a “deposit” payment to secure your reservation. Voucher number is required when booking • The original gift voucher must be presented on the day of the reservation. No treatments will be performed without a valid voucher • The voucher value is valid for 3 months from date of purchase. • The difference in price between the voucher value and actual reservation will be for clients own account, to be settled at check in.

SPA CUISINE

- Spa menu and beverages are available for your enjoyment, however needs to be booked in advance. The pre-booked menu will result in a 100 % charge for any cancellation/rescheduling / no-shows.
- Kindly advise if you have any special dietary requirements.