

SPA ETIQUETTE

Age restriction: No children under the age of 18 are allowed to use the spa facilities.

Dress code: The Spa operates on a strict no-nudity policy. Bathing costumes must be worn at all times when using the hydro facilities.

Reservations: Advance bookings prior to your arrival are strongly recommended to secure your preferred date and time of treatment.

Arrival: We recommend that you arrive 30 minutes prior to your scheduled treatment time to make use of our complimentary facilities, including our Steam Room, Tepidarium, Sauna, Chill Pool and Roman Bath. Please bear in mind that all spa treatments need to end on time and late arrivals will result in shortened treatment time to accommodate other guests fairly. Full treatment price will be charged.

Cancellation policy: As a courtesy, we request that you notify The Spa a minimum of 24 hours prior to your appointment in order to avoid a 100% cancellation charge.

Disclaimer: Guests are kindly requested to ensure that they take care of their personal belongings. Fancourt does not accept responsibility for any loss or damage. Prices are subject to change without prior notification. To ensure that all guests benefit from the quiet and tranquil environment we request all spa areas to be shared respectfully and in accordance to the hygiene & safety protocols.

Gift vouchers: Gift vouchers are available from The Spa. The original gift voucher must be presented at the appointment in order to be honoured. Please note that gift vouchers may not be redeemed for cash, are non-transferable and are valid for three years from the date of purchase.

Note: Treatment durations are an indication only and may fluctuate slightly.

For further enquiries, please phone The Spa on +27 (0)44 804 0013 or email: spa@fancourt.co.za