



## PLEASE TAKE A MOMENT TO READ THIS

### Etiquette

For the consideration of others, we request that visitors keep noise to a minimum. Children are not allowed at the spa unless they are having a treatment, accompanied by an adult. We ask that you respect other guests' privacy by speaking softly. Please switch your cellular phones and electronic devices off or to silent mode.

### Calm Time

Guests will be accorded a 30-minute Calm Time of refreshments and relaxation per visit, except fusion focus, hand, foot, hair, and selected a la carte treatments.

### Check-in

Please arrive at least 15 minutes prior to your scheduled treatment to avoid reduced treatment time. A late arrival will result in a shortened treatment to accommodate other guests fairly.

### Valuables

We recommend that no jewelry be worn at the spa. The management and staff accept no responsibility for the loss of money or valuables of any kind brought into the spa premises.

### Smoking and Alcohol

Smoking and the consumption of alcohol within the spa are prohibited.

### Cancellation Policy

A prior cancellation notice is required to re-schedule or cancel your appointment. No-show or notice after the date mentioned below may charge you a full cancellation fee.

The policy is subject to the number of guests and treatments as below.

| <i>Treatment</i>     | <i>No. of guests</i> | <i>Cancellation Notice</i>        |
|----------------------|----------------------|-----------------------------------|
| <i>All Treatment</i> | <i>1 - 4 pax</i>     | <i>3 day before booking date</i>  |
|                      | <i>5 pax</i>         | <i>7 days before booking date</i> |
| <i>Banyan Day</i>    | <i>1 - 2 pax</i>     | <i>3 days before booking date</i> |
|                      | <i>3 pax</i>         | <i>7 days before booking date</i> |

### Refund Policy

Treatment packages are non-refundable. Unused portion of the packages are non-transferable or non-exchangeable for another time.

### Gift Certificates

Treat a friend or loved one to an indulgent experience. Gift certificates are available for purchase. Please contact our spa receptionist for more details.

### Disclaimer

The spa treatments, services and/or facilities received or utilised at Banyan Tree Spa are intended for general purposes only and are not intended to be a substitute for professional medical treatment for any condition, medical or otherwise, that Guests may have. Guests will fully indemnify and hold harmless Banyan Tree Spa, its holding company(ies), affiliates, subsidiaries, representatives, agents, staff and suppliers, from and against all liabilities, claims, expenses, damages and losses, including legal fees (on an indemnity basis), arising out of or in connection with the spa treatments, services and/or facilities.