

# naboo

## —SPA—

Etiquette

Naboo SPA is a place of great harmony and relaxation, where people are looking for rest and refreshment, which requires respectful behavior towards guest and standards of good costume and to speak in a low voice.

### Clothing

Naboo SPA provides a courtesy kit with bathrobe, towel and slippers.  
Extra towels can be rented at SPA.  
Non-refund of the kit will incur a charge of €80,00 on your account.  
During the treatment, it is recommended to wear disposable slip provided by our staff.

### Value objects

We recommend leaving your valuables items in the in-room safe. The management assumes no responsibility for the loss or theft of personal belongings within the SPA.

### Special Indications for Health

In the presence of any type of medical illness, please inform the staff at the time of booking.  
Some treatments may be unapproved or not indicated during the first months of pregnancy or in case of skin infectious diseases, allergies, recent surgery, high blood pressure, severe heart diseases, cancer, fever, discomfort or fracture, epilepsy and asthma.

### Choice of treatment

You will find a full list of beauty and wellness treatments provided by Naboo SPA in your room.  
If you would like assistance in choosing a treatment, please contact the SPA staff directly by calling 910 or calling +39 0823217910.  
We recommended booking in advance the chosen treatment to be sure to secure your preferred time.

### Products

The products used by Naboo SPA are unique, exclusive and highly effective and can be purchased at the reception to allow you to continue the treatments at home for a guaranteed result.  
Our SPA Operators are at your disposal to advise you which line to use best for your skin.

### During the treatment

Our priority is to meet your needs and expectations.  
Please inform the therapist if you feel uncomfortable during the treatment ( massage pressure, music, temperature, etc.).  
The SPA staff will immediately solve the problem to ensure you the comfort.

### Using your mobile phone

Naboo SPA offers an environment of harmony and relaxation.  
Please turn off your mobile phones or if you need to take them with you, completely delete the ringtone.

### Delays

Please arrive at least 10 minutes before the scheduled time for treatment.  
Any delays will result in a reduction in the duration of treatment, with a consequent reduction in the expected benefits.  
What courtesy, the treatment will take place as expected and will be charged for the full amount.

### Cancellations

Please advise any cancellations or change of a reserved reservations with a notice of 12 hours before the due date.  
For cancellations received less than 8 hours will be charged 50% of the amount.  
In case of no-show, the entire amount of the booked stay will be charged.

### Alcoholic drinks

We recommended not to take alcoholic beverages during or immediately after the treatments.

### Shaving/Hair removal

Generally speaking, it is not recommended to shave or depilate before any treatment; however it is recommended for male guest to shave before a facial treatment at least 2 hours before the time.

### Minimum age

SPA access is not permitted for children under 16 years of age. Young people between the ages of 16 and 18 must be accompanied by an adult.  
Children are welcome for face treatment, hands and feet and for dedicated proposal, however, access to high temperature areas and the use of hydromassage jets is prohibited.

### Payment

For Hotel guest, treatments booked in SPA can be charged on the room rate.

### Feedback

If your experience in our SPA did not meet your expectations, please contact the SPA manager before leaving the facility.  
In case the manager is not available, please contact the SPA or hotel reception staff to expose the problem.

For any information contact NABOO SPA at +39 0823 217910, #910 from your room or write to [reservation@naboospa.it](mailto:reservation@naboospa.it)