

CLIENT INFORMATION

Reservation

The reservation of all Spa services (Emotional Paths, treatments, massages and events) is necessary in order to guarantee a good service. Please, address the Spa Reception where our Operators will guide you in the best choice among the offered treatments. We suggest to book in advance to ensure the time and the desired treatment are available. In case of missed early booking, the Spa won't guarantee the use of all the services.

Resort Guests can dial ext. 705 (Spa) directly from their room or, during the Spa closing time, contact the Resort Reception at ext. 602. To contact the Resort from the external, dial +39 0965 759804.

In addition, it is possible to make an appointment or ask for information by emailing at notos.desk@montesanohotels.it

Groups / Events

When the reservation is confirmed, it will be required a 30% advance payment by bank transfer or charge on the credit card. In case of cancellation or no show, it will not be refund the deposit and, at Management discretion, the Guest may use that amount for future reservations.

Children

People aging less than 16 can't enter the Spa.

Cancellation

Each treatment/massage/Emotional Path could be cancelled within 08:00p.m. of the previous day. Each cancellation done with less notification, will implicate the charge of the entire service.

Arrival at the Spa

It is advisable to arrive at the Spa 15/20 minutes before the appointment time for the registration and the delivering of the Kit. Being late may implicate the reduction of your treatment time that, in any case, must finish at the estimated time in order to guarantee the punctuality of the following appointment. To enter the Spa it is necessary to go to the Reception of Altafiumara Resort&Spa where you will be asked to leave your valid ID card before moving to the Guests car parking. The ID card will be given back to you at the Resort Reception before leaving. All the services must be paid at the Resort Reception. Please, communicate in advance if you need the invoice and give the unique code.

Spa Kit

The Spa gives its Guests a Spa Kit with bathrobe, single-use sponge slippers and beach towel. Please, don't leave the bathrobe and the beach towels on the beds when not used but just hang up in the special area. In case of failure of return of the Spa Kit at the moment of your leaving, the amount of Euro 50,00 (bathrobe Euro 40,00, beach towel Euro 10,00) will be charged on the total.

Items of value

The dressing rooms are equipped with cabinets with lock. The Management refuses any responsibility for the loss of any kind of items of value brought inside the Spa, such as for items forgotten inside the bathrobe pockets or in other areas of the Spa.

Etiquette

During your stay inside the Spa, it is asked not to use mobile phones, keep a low tone of the voice and a moderate and respectful attitude for other Guests relax. Inside the Spa, smoking is severely forbidden. It is not allowed to have food/beverages different from those offered inside the Resort. Any kind of disturbing behaviour and the non-respect of the regulations, implicate an immediate exit from the Spa.

Health

At the moment of the reservation, please inform the Reception any physical condition, allergies or other that can affect on the choice of the treatment. At your arrival, with your personal data, you will be required to sign the statement and the consent of Privacy.