

CHIIDA SPA SERVICES

Q & A

DURING YOUR MASSAGE

To maximize your enjoyment of our spa services, please be sure to mention to our staff any particular preferences or anything that makes you feel uncomfortable for example: music volume too loud, temperature (too cold or hot), lighting levels, or massage pressure (too light or too strong). Let us know.

WHAT SHOULD I WEAR TO THE SPA?

Wear whatever you feel comfortable in. Bathrobes and slippers are provided in your private spa suite.

WHEN SHOULD I ARRIVE FOR MY TREATMENT?

Please arrive 15 minutes before your scheduled time to check in and change. In the event that you find you will be late for your appointment, please notify us as soon as possible. In consideration, chiida staff will make every attempt to provide you the fully allotted time booked however this is dependant upon the density of scheduling for that day.

IS THERE SOMEONE TO HELP ME DECIDE THE BEST TREATMENTS FOR ME?

Our spa consultancy and receptionists will be able to assist you to plan the best spa program that suits your needs. You can have the number of spa treatments as many as you prefer.

WHAT IF I HAVE SPECIAL HEALTH CONSIDERATIONS?

Please kindly notify us before booking your treatments if you have high blood pressure, allergies, physical ailments, disabilities, or if you are pregnant.

IF I HAVE ANY MEALS BEFORE TREATMENT, HOW LONG DO I SHOULD START?

In the basic, you should avoid any heavy meals at least one hour prior to the start of your treatment. At the spa, complementary healthy and refreshment drink will be provided before and after treatment.

WHAT DO I WEAR DURING MY TREATMENT?

For your hygiene purpose, you may wish to wear your own underwear or we can provide you with hygienic disposal briefs. Alternatively, treatment may be enjoyed without cloths. Choose what is the most comfortable for you. Our well-trained therapists will always use draping techniques to respect your privacy. Ladies will be given the option as to whether they would like the bust area included in body treatments.

WHAT SHOULD I DO FOR MY CONTACT LENSES DURING THE MASSAGE?

We recommend you remove them prior to a facial treatment to prevent the irritation.

WHAT ABOUT MY JEWELRY AND VALUABLES?

It's best to leave these personal valuables in your room safe. But if you happen to be wearing them when you get to the spa, a safe deposit box is provided in your dressing room area.

CANCELLATION POLICY

Should you need to cancel your appointment, to avoid any charges, we require a minimum of 48 hours prior notice in case of single or half-day treatment, and 24 hours advance notice for full-day appointment. The treatments you select are reserved especially for you, any cancellation less than 48 hours notice will incur a 50% charge of your total services.