



KIEVITS KROON

GAUTENG WINE ESTATE



Spa Rules & Etiquette

Here are some Spa etiquette tips to help you make the most of your visit to the Winelands Spa at Kievits Kroon:

- Please turn off your cell phone while you are here.
- Arrive at least 20 minutes before your spa appointment so that you have time to check in, change into your robe and slippers, and relax. Get here even sooner if you would like to use our steam room, sauna or Jacuzzi. It will help relax you before your massage. Shower off the Jacuzzi's chlorinated water before your spa treatment.
- Take a shower before your treatment. This will also help you relax and enhance your experience.
- You will be covered with a towel during most treatments and only the part of your body being treated will be exposed. You can keep your underwear on or use the disposable underwear we provide. For reflexology treatments you can stay fully clothed. You can wear your swimsuit for your hydrotherapy bath treatment if you prefer.
- If you are booking a body treatment, massage and facial, they should be booked in that order wherever possible.
- If you are uncomfortable with anything during your treatment – the pressure, the music, the temperature – feel free to mention this to the therapist so that she can change it to your liking.
- The therapist will follow your lead during the treatment as to whether to engage in conversation with you or keep quiet.
- The therapist will usually end the treatment by saying: "Take your time getting up." This means, take a few minutes, and should not be misinterpreted as an invitation to take a nap!
- Share public space respectfully with other spa users and remember that a spa should be a place of peace and quiet.
- Gratuities are voluntary and are not included in the treatment price. You may wish to tip your therapist based on your experience.
- Please assist us in providing excellent service by giving honest feedback of your experience to the therapist or manager on duty. Guest Questionnaires are also available at the reception desk.

MAY WE KINDLY HIGHLIGHT THE FOLLOWING FOR YOUR ATTENTION:

In the interests of the security of our guests and staff, Kievits Kroon is a CASHLESS environment.

We do accept all major credit and debit cards.

31/07/21