



# FLORA

Spa & Wellness

## *Appointment bookings:*

Please reserve your desired treatments well in advance of your stay, preferably at the time of booking your room. We gladly accept your requests via telephone, email (spa@parkhotel-flora.de), or through our website.

## *Cancellations and Changes to Appointments:*

Booked appointments, whether made by phone, in writing, or in person, are binding. If you need to cancel or reschedule an appointment for personal reasons, please inform us at least 48 hours before the start of the treatment so that we can cancel it free of charge. For later cancellations, no-shows, or early departures, we will charge a 100% cancellation fee.

## *Preparation for a Treatment:*

Please arrive at the SPA reception approximately 5 minutes before your appointment. Our team will then escort you from there. In consideration of subsequent appointments, if you are late, we will adjust your treatment time accordingly.

## *Jewelry and Clothing:*

Please come to your appointment wearing a bathrobe and underwear or dry swimwear. Upon request, your therapist will provide you with disposable underwear. Jewelry should already be removed.

## *Allergies and Intolerances:*

Please inform our team of any allergies or intolerances at the time of booking your massage.