



FLORA

Spa & Wellness

BOOKING & INFORMATION FOR YOUR TREATMENT

Booking appointments:

We recommend that you book your desired treatments well in advance – ideally at the same time as booking your room. Without a prior booking, we cannot guarantee that appointments will still be available upon your arrival.

Cancellations & Appointment Changes:

- Bookings are binding.
- Free cancellation or rescheduling is possible up to 24 hours before the appointment.
- In the event of late cancellation, no-shows or early departure, we will charge a 100% cancellation fee.

Preparing for your treatment:

- Please arrive at the spa reception approximately 5 minutes before your appointment.
- If you are late, the treatment time will be shortened so as not to inconvenience subsequent guests.

Jewellery & clothing:

- Please arrive wearing a bathrobe and underwear or dry swimwear.
- Upon request, the massage team will provide you with a disposable slip.
- Please remove any jewellery beforehand.

Allergies & Pregnancy:

- Please inform our team of any allergies or intolerances when booking.
- If you are pregnant, please let us know in advance so that we can check which massage is suitable.
- We generally offer massages between the 4th and 8th month of pregnancy. We recommend consulting your doctor beforehand.