

# ETIQUETTE

## RESERVATIONS

For enquiries or reservations, please contact (03) 5931 2550 or email [relax@jackalopehotels.com](mailto:relax@jackalopehotels.com). Advanced bookings are essential to secure your preferred treatment time. 15 % surcharge applies on public holidays.

## ARRIVAL

Please arrive at level one waiting area five minutes prior to your treatment, in order to complete your health assessment form and take time to relax before your treatment. If you are a guest at the hotel we recommend arriving in your robe and slippers, that are available in your room. Out of respect for other guests' reservations, please be aware that we are unable to extend your treatment time in case of late arrivals.

## HEALTH CONSULTATION

Your wellbeing is very important to us and it is essential that you inform us of any health conditions including asthma or pregnancy when scheduling your appointment. We would like you to relax and immerse yourself in your spa experience. While our therapists make every effort to adjust massage pressure, our relaxation massages are designed to focus on delivering holistic wellness and are not remedial or deep tissue treatments.

## VALUABLES

We regret that we cannot accept responsibility for the loss of personal items, including those left in bathrobes. Please leave your valuables at home or in the safe in your room.

## CANCELLATIONS

Please allow 48 hours notice on all treatments, otherwise, the full amount of the treatment price will be charged. If you are experiencing cold/flu/fever symptoms we will be unable to keep your appointment. Please advise our Guest Services staff prior to your appointment, who will make arrangements to waive the cancellation policy in this regard.

## YOUR TIME AT JACKALOPE

Our pool and pool service is for the exclusive use of in house guests only. In consideration of other guests, smoking and active mobile phones are not permitted in the treatment rooms. Please be aware of the volume of your voice so as not to disturb other guests.

## AFTER YOUR TREATMENT

We recommend that you do not sunbathe after any massage, facial or body treatment for at least six hours. If you do choose to sunbathe, we recommend the use of SPF 30+. To extend your experience at home, a small range of products are available to purchase in our Lobby. Edible Beauty Australia products are available to purchase online at [www.ediblebeautyaustralia.com](http://www.ediblebeautyaustralia.com). Hunter LAB products can be purchased online at [www.hunterlab.com.au](http://www.hunterlab.com.au).

## PAYMENT

For hotel guests, all treatments will be charged to your room and will appear on your account at the time of departure. Major debit and credit cards are accepted. All external guests, will be charged at the time of booking.

## CHILDREN

We recommend that you avoid bringing children younger than 12 years old to the treatment rooms. Young guests, 12 to 15 years old, are welcome to enjoy a selection of treatments under the supervision of a guardian.