



BOOKINGS

Whilst last minute bookings are generally available, we recommend booking at least 2-4 weeks in advance to maximize your choice of available treatments and times. A 50% deposit is required to secure your booking day and time. If booking in more than one person we might book you in a dual treatment room. We have male and female therapists. If you prefer a single treatment room or a male/female therapist for your treatment, please let us know when you book in your treatments.

GROUP BOOKINGS

For group bookings it is essential to book a minimum of 3-8 weeks in advance, and we will endeavor to accommodate your group. Mineral Spa asks that our clients be flexible and to understand that whilst we will do everything we can to accommodate your request, during busy periods, availability may still be limited, therefore it is always best to book as far in advance as possible. All group bookings must be paid in full 7 days prior to arrival date. Cancellations within 7 days of your treatment date will forfeit the deposit.

CANCELLATION POLICY

Any cancellations/amendments incur a \$25 administration fee per person. Cancellations within 48 hours of your treatment date will be charged in full unless treatment times can be resold. Cancellations of treatments of one person from a dual treatment room booking may result in loss of booking for both parties.

PUBLIC HOLIDAYS

A fee of \$20/hour (or part thereof) will apply on public holidays.

ARRIVAL TIME

Please arrive 30 minutes before your appointment time to ensure a relaxed start. You will be given a robe and slippers to wear and a locker for your personal belongings. To determine the best outcome for you, a brief health and wellness questionnaire needs to be completed when you arrive. You may prefer to download the form from www.mineralspa.com.au and bring it with you. This ensures that you receive your full treatment time.

WHAT TO WEAR

Please arrive freshly showered. Robes, slippers and lockers are provided for all spa treatments. Customers utilizing our Retreat (spas and saunas) are advised to bring their own swimwear. A selected range of swimwear is available for purchase from reception. Our therapists are professionally trained and will ensure your comfort and privacy by draping your body during treatments. Disposable underwear is provided for body treatments (or wear your own swimwear) and swimwear must be worn in The Retreat.

ALERT US

The Retreat and some treatments can not be used during pregnancy and by clients with certain medical conditions. Please contact us prior to your arrival date if you have any of the following: pregnancy, shingles, hepatitis, cancer, blood clots.

SPA ETIQUETTE

Although mobile phones are part of everyday life they are not part of Mineral Spa's health and wellness ethos. Please turn them off and leave in your locker.

Please remember to drink fluids, especially water during and after your time at Mineral Spa. Men should shave a few hours before any facial treatment for increased comfort. After a massage with essential oils we suggest you delay showering for a few hours to absorb the natural healing qualities.

Alcohol should be avoided before any treatments. Management reserve the right to refuse entry.

Please let your therapist know at any time about feeling uncomfortable, the massage pressure, the room temperature etc.

The energies within Mineral Spa are of calmness and relaxation so please be aware that children under 16 are not allowed. 16 – 17 yrs old must be accompanied by an adult. The treatments provided are not medical treatments and should not be construed as such.

Mineral Spa does not offer nor provide medical advice and should you have any concerns, we would urge you to obtain medical advice from a trained medical professional

PAYMENT OPTIONS

We accept cash, Eftpos, money order, Visa, Mastercard. A 3.5% surcharge applies to American Express and Diners.