



Terms and Conditions

Spa Etiquette

Our Spa environment is one of tranquility and relaxation. Please respect all spa guests' right to privacy and serenity, and we ask that you turn off your mobile at all times.

Spa Arrival

We recommend that you check in at Spa Reception at least 30 minutes prior to your first scheduled appointment. This allows us to have a brief discussion with you about your treatment expectations and also gives you ample time to change and relax into the treatments that await you, as well as visits The Spa's oasis of heat and water. Please understand that late arrivals will not receive an extension of scheduled treatments.

Age Requirement

The minimum age requirement for access to The Spa is 16.

Health Conditions

Please advise us of any health conditions, allergies or injuries which could affect your service when making our spa reservation.

Pregnancy

Please allow the Spa Concierge to guide you in selecting with treatments are the most suitable for you during this special time.

Loss or Damage

We regret that we cannot be responsible for any loss or damage of personal articles. Please keep all valuables in your guest room or in the safe deposit box at Spa Reception during your visit. For the protection of your clothing, we also ask that you wear the robe provided.

Accidents or Injuries

The Spa at Mandarin Oriental, Kuala Lumpur shall not be liable for any accident or injury suffered by member or guest.

Restrictions on the use of facilities

The use of alcohol and tobacco on spa premises is strictly prohibited.