

TERMS & CONDITIONS

OPENING HOURS Monday - Sunday 09:00 a.m. – 09:00 p.m.

ADVANCED BOOKINGS We highly recommended booking your treatment in advance to ensure that your preferred time and service is available. Please provide the Spa Concierge with valid credit card information and contact and contact details to secure the reservation.

CANCELLATION POLICY Please allow 12 hours notice of cancellation to avoid 50% charge. Cancellation within 4 hours or a no show will incur a 100% charge. A credit card number is required at the time of booking.

DRESS CODE Our Guests are invited to dress down to their comfort level during treatments, disposable undergarments are available upon request. Our therapists are skillfully trained in proper draping techniques.

GIFT CARDS An ideal gift for spa enthusiasts, gift cards are available at The Spa at Mandarin Oriental Milan. Discounts not applicable for payment of gift cards.

SPA PACKAGES Information on special spa packages or group programmes can be obtained by contacting the Spa Concierge at +39 02 8731 8882.

SPA ETIQUETTE Our spa environment is one of tranquility and relaxation. Please respect all spa guests' right to privacy and serenity. Mobile phone and cameras are not permitted to use inside the Spa.

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 visit the spa's oasis of heat and water. For all beauty and waxing treatments please arrive at least 10 minutes prior to your schedule appointment. 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 18.

HEALTH CONDITIONS Please advise us of any health conditions, allergies, or injuries which could affect your service when making your Spa reservation. Please consult your doctor before using the Spa facilities if under medical supervision or if you are taking medication. Heat facilities are not recommended for pregnant ladies.

PREGNANCY We have specially designed treatments for expectant mothers. Please allow the Spa Concierge to guide you in selecting which treatment are most suitable for you during this special time.

CLEANINESS In keeping our commitment to cleanliness, safety and hygiene, our equipment is sterilised and sanitised after service and treatment.

LOSS OR DAMAGE We regret that we cannot be responsible for any loss or damage or personal articles. Please keep all valuables locked in your locker 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 Milan shall not be liable for any accident or injury suffered by any member or guest.

RESTRICTIONS ON THE USE OF FACILITIES The use of alcohol and tobacco is strictly prohibited.

SPA RETAIL To continue your spa regimen at home, all Spa products used in the treatments and services are available in our Spa Retail.

REFUND POLICY Unopened retail products can be exchanged within ten days of purchase, if presented with the original receipt. No cash or credit card refunds will be processed.



The Spa at Mandarin Oriental, Milan

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