

Spa Etiquette

Although popular and well known, the Spa Etiquette, could become a source of stress for those who visit a spa first time. This could also happen in cases where the proper rules are not followed. Urbane Skin puts a lot of emphasis on this and has incorporated in its philosophy what the largest Beauty Centers and Spas globally call "BASIC RULES OF SPA ETIQUETTE". By following these spa rules, Urbane Skin makes you feel comfortable and at ease and turns your ordinary spa visit into a great experience.

✓ **Arrive to the spa on time.**

Make sure you give yourself enough time to get ready and feel comfortable. Please come in 10 minutes earlier. It's enough for Urbane Skin. We may ask you to fill in a medical history form in order to make your treatment more effective and absolutely safe for you.

✓ **Switch off your cell phone:**

Experience has shown that it is difficult to relax when your cell phone is on; it is distracting you especially if you have to answer calls or check your mail. Please consider whether it is possible to lower the volume or even turn it to silent mode before the treatment.

✓ **Speak freely with your beautician or therapist.**

You may be asked whether you prefer a female or male therapist. If you do not have a particular preference, then Urbane Skin will choose the right one for you. Urbane Skin selects its aestheticians and therapists with strict criteria, among them their personality, ethic code, professional distinction and skills and as such they are aware of the limits and respect the privacy and specific nature of every visitor at the spa.

Please feel comfortable during the massage. Talk to your therapist about whether you need adjustments; for example, the massage pressure (strong, medium or light), or the type and volume of the music during the massage, or anything else you would like it to be different.

Feeling comfortable and free is very important for Urbane Skin. Remember that your therapist is there to help you enjoy the treatment.

✓ **Nudity**

The massage at Urbane Skin requires direct contact with the skin, but the body is never completely exposed. Only the part of the body that is rubbed is exposed. You may keep your underwear if that makes you feel more comfortable, but you should be aware that this can limit the therapist's access to the muscles that are probably covered. Urbane Skin will offer you disposable spa underwear for best service and comfort. If you are planning a holistic rejuvenation, that is, face and body treatments during the same session, it is more beneficial to start with the body therapy and then proceed to the facial or head.

✓ **Is conversation allowed?**

During the treatment you may act as you feel. You may talk or remain silent. It is your choice to interact or rest in absolute peace. The therapist is trained to follow your wishes. It is generally advisable to keep the voice down in the spa premises, primarily for your own relaxation but also for the other guests. At the end of your treatment, the therapist will let you get dressed for 3-5 minutes. Then he will escort you to the living room to prepare the room for the next guest.

✓ **Are tips allowed?**

Of course. Tip is at your discretion. Thank you!

✓ **Cancellation Policy**

Urbane Skin has a 24-hour cancellation policy and if you do not check-in on time, there may be charges. If you know you will not be able to make it to your appointment please let the spa know, as soon as possible, or at least 24 hours in advance. A qualified therapist may have been booked exclusively for your treatment, so acting promptly is a sign of respect for both the therapist and the program of the spa.