

Spa & Gym Etiquette

Our Promise to You

We are committed to inspiring your wellness journey while delivering uncompromising indulgence and the finest expression of service. Your comfort and enjoyment are important to us.

Age Requirements

The Gym, Sauna, Steam Room, and Ice Therapy facilities are available for guests aged 17 years and above. Teenagers aged 15 to 17 years are welcome to use selected facilities under parental supervision. Access to the sauna and steam room is reserved for guests aged 17 years and above.

Health / Medical Conditions

To help us provide the safest and most suitable treatments, please inform our spa team of any medical conditions, pregnancy, allergies, or injuries at the time of booking. All guests are kindly required to complete a spa consultation form prior to treatments to ensure your comfort and wellbeing.

Quiet Zone

Our spa is designed as a peaceful sanctuary for relaxation and tranquillity. We kindly ask guests to keep conversations quiet and minimise noise levels. To respect the privacy and comfort of all guests, mobile phones, cameras, and tablets are best if kept switched off in the lockers.

Hygiene

For the comfort of all guests, we kindly ask that you shower before using the sauna, steam room, or swimming pools. Hand sanitising and disinfectant sprays are available throughout the spa for your convenience.

Attire

Please ensure appropriate attire is worn at all times; place used towels in the designated baskets provided. Bathrobes and slippers are kindly requested in all spa areas (Bathrobes are available in the Spa Locker rooms). Lockers are available for the safekeeping of your personal belongings.

Undergarments

Disposable undergarments are available for your comfort during treatments, although guests are welcome to wear their own if preferred. Our therapists are professionally trained to ensure your privacy and comfort at all times.

Swimwear

Appropriate swimwear is kindly required in the sauna, steam room and the rest spa areas including swimming pool areas.

Food & Beverages

To maintain a serene spa environment, food and beverages are not permitted within the spa areas. We also advise guests to avoid alcohol consumption before treatments or before using heat facilities. Complimentary refreshments are available for you to enjoy in the relaxation area.

Smoking

Kindly note that the spa is a smoke-free environment to ensure a fresh and relaxing atmosphere for all guests.

Valuables

For your convenience and peace of mind, lockers are available for storing personal belongings and valuables. While every care is taken, the spa cannot accept responsibility for lost or misplaced items.

Spa & Gym Etiquette

Arrival

We kindly recommend arriving at least 15 minutes before your appointment to allow sufficient time for check-in and to begin your spa journey feeling relaxed and refreshed.

Facilities

All facilities and treatments are subject to availability. To ensure your preferred time and experience, we highly recommend booking treatments in advance.

Sauna / Steam Room

For your comfort and hygiene, we kindly ask guests to place a towel on the sauna and steam room benches before sitting. To maintain the quality and safety of our facilities, please refrain from adding oils or other products to the sauna water. We encourage guests to drink plenty of water after using the sauna and steam room to stay hydrated and refreshed.

Gym

Access to the gym is permitted for guests aged 17yrs old and above. Teens 15 to 17yrs old may use certain gym equipment under parental supervision. For your comfort and safety, we kindly ask guests to wear clean workout attire and closed-toe athletic shoes. Use headphones when listening to music. Take phone calls outside the gym area. Use equipment responsibly and according to the instructions provided on each piece of equipment. Please ask our team for assistance whenever needed

Reservations & Contact

Advance reservations are recommended to secure your preferred treatments and appointment times. You may contact the spa directly on extension **2940** or externally on **+357 25 552940**. Walk-in guests are always welcome. For further information about our treatments and products, please visit <https://www.pendeli resort.com/wellness/spa>

Payment & Pricing

Payments may be settled after your treatment, either charged to your room or paid by credit card. All prices are inclusive of VAT. Gratuities are entirely optional and always appreciated at your discretion.

Cancellation Policy

Should you need to cancel or amend your booking, we kindly ask for at least 12 hours' notice.

Purchase Policy

Unopened products may be exchanged within 14 days when accompanied by a valid receipt. Unfortunately, opened products cannot be returned or exchanged.

Gift Vouchers

If you are redeeming a gift voucher, we kindly ask that it is presented at Spa Reception before your treatment begins. Vouchers cannot be accepted once payment is completed.

Group Spa Bookings

Celebrate special moments with a customised spa experience for you and the people you care about, corporate events, birthdays, hen parties, graduations, or simply a relaxing day with friends. Our tailored packages include complimentary refreshments and access to the sauna, steam room, ice room, and gym facilities.