

Bersantai Day Spa Booking Terms & Conditions

Day Spa Hours:

Bersantai Day Spa is open Monday-Sunday by appointment only.

The Spa is closed on public holidays. Please enquire about hours over the Christmas Holiday period.

Arrival Time:

Please arrive at least 10 minutes prior to your scheduled appointment. This will allow you time to relax and complete your client treatment form.

Late arrivals may result in a reduction of treatment time.

Cancellation Policy:

All of our spa services are carefully co-ordinated to deliver the best possible experience for each guest. If for any reason you must cancel your appointment we ask that you provide us with 48 hours notice. A cancellation charge of 50% will be incurred for any treatment not cancelled at least 48 hours prior to the appointment. 100% will be charged if your appointment is cancelled on the day or a "no-show" occurs.

Directions:

Upon entry into Castaways Resort's main entrance, continue past accommodation reception and up the hill past the chalets. Follow the signs to Bersantai Day Spa on top of the clifftops.

Payment:

We accept cash, eftpos and all major credit cards. For any bookings over \$200 prepayment will be required.

Credit cards will incur a 2.5% banking charge, Amex 4%.

Admin costs of 3% will be deducted from any refunds made.

Massage:

Treatments 45 minutes or more include a relaxing foot bath. For your convenience please wear appropriate clothes, e.g., ensure you are wearing pants that roll up. To receive the utmost benefit from your massage, we recommend leaving the oils on your skin for 2-3 hours prior to showering.

Please note it is important to leave the oil on the skin to give the ultimate hydration. If you wish to have the oil removed by hot towels, please advise at time of booking.

Pregnancy Massage:

Only available after the first trimester (12 weeks).

Mens Facials:

For your comfort we advise you shave at least 3 hours prior to your appointment.

Outdoor Stone Bath:

Please bring your own swimwear.

Our beautiful couple's baths are designed for two people. If you would like separate baths, please advise prior to your booking.

Please note this is a No glass and No smoking area.

BATHS MAY BE CANCELLED DUE TO INCLEMENT WEATHER.

Health Conditions:

Please advise us before your appointment of any special health conditions such as cancer or pregnancy. Cancer guests do require clearance from their medical specialist prior to any spa treatments.

Loyalty Card:

Please present loyalty card at time of treatment to receive stamp.

Stamps are only available for Bersantai Day Spa experiences.

Complimentary 60 minute treatment to be enjoyed within six months of attaining 10 stamps (packages & special promotions excluded). Conditions apply.

Stamps only provided for full price treatments (one stamp per booking or package).

This is a personal loyalty card and cannot be used by other people.

Cell Phones:

Please ensure your phone is turned off or set to silent.

Smoking:

Bersantai is a smoke-free zone both inside and outside the premises.

Children:

We are unable to accept appointments for anyone under the age of 16 years.

As this is an adult based environment children are not permitted.

Code of Conduct:

Our goal is to provide a safe and comfortable environment for each guest. All of our therapists are trained to conduct all services in a dignified and respectful manner.

You will be carefully and discretely draped with towels to ensure your complete privacy at all times.

Valuables:

We recommend keeping jewellery or valuables at home to avoid misplacing, losing or leaving them behind. We cannot accept responsibility for any lost items.

Staff Wellbeing:

The therapist reserves the right to terminate the treatment if they feel the client's behaviour is inappropriate.

Gift Vouchers:

Gift vouchers are available for purchase per treatment or by dollar value and may be used for all Bersantai Day Spa treatments. Perfect for special people and special occasions.

We look forward to welcoming you to Bersantai Day Spa.

