



FREEQUENTLY ASKED QUESTIONS

For your convenience, we have compiled answers to common questions you may find helpful in choosing the types of treatment that best meet your individual needs or desires.

GENERAL

What are the spa working hours?

The spa is open from 09:00 to 21:00; however, the last one-hour service can be scheduled at 20:00.

Do you have to be a certain age to enjoy spa treatments?

Spa Facility use is for guests 16 years of age or older. Guests under 16 years of age are not eligible for body treatments.

Should I book my treatments before we arrive?

We encourage our guests to schedule their appointments in advance to ensure your preferred treatment, time, and therapist is available; especially when making multiple appointments. Bookings made on the day of service and walk-in appointments are always welcome, based on availability. To schedule your appointment(s), please email us at cedarspa@sanghivibrands.com

How do I choose the treatment?

Our menu offers a wide range of treatments designed for most luxurious and holistic wellbeing experience. Spa menu is available in all the Guest Rooms. You can visit the spa to speak to our team for a consultation. We have our wellness consultant who can help you decide which treatments will be most beneficial to you.

Can I smoke within the spa premises?

No, the spa is a smoke-free and alcohol-free environment.

PRIOR TO ARRIVAL

What time shall I arrive?

To enhance your Spa experience, please arrive 15 minutes before your scheduled treatment. This will allow time to complete spa formalities and to relax in our relaxation area. In case you would like to avail the steam facility inside the treatment room, please arrive 30 minutes before the scheduled treatment.

What should I wear while coming for my treatment?

You may wear comfortable clothing to the spa. As you will be draped during treatments, suggested dress for massages and most other treatments is simply a robe, which are provided to you upon arrival to the spa. Disposable undergarments and wrap up bra will be provided from the spa for the needful services. You are required to wear this for your comfort. Our therapists will always use draping techniques to respect your privacy.



What should I not bring to the Spa?

Lockers are available for clothing; however, it is recommended that you leave valuable items in the safe in the hotel room. The spa environment is a relaxing and tranquil one. For the courtesy of our guests, cellular devices and cameras must be turned off while you are in the Spa.

Should men shave before facial?

Shaving is not recommended prior to service. If you choose to shave, please do so at least six to eight hours before your appointment.

SPA SERVICES

What if I have special health concerns?

A confidential customer profile sheet need to be filled and signed before the service while you come for the service, which will be assessed before you undergo treatment. However, you can verbally communicate if you have high blood pressure, allergies, any physical ailments or disabilities, or if you are pregnant (there are a few services that should be avoided during pregnancy, specifically in the first trimester, but many that can be enjoyed) at any point of time before your scheduled service.

What about my comfort?

Your Spa experience is your time, and you should delight in it to the fullest. If you experience discomfort due to room temperature, massage pressure, music volume or any other conditions, please tell your therapist immediately.

SPA POLICIES

What if I am late for my treatment?

Arriving late will simply limit the time of your treatment, thus lessening its effectiveness and your pleasure. Your treatment will end on time so the next guest will not be delayed. The full value of your treatment will be charged.

What if I need to cancel my scheduled appointment?

If you must reschedule or cancel your appointment, please notify the spa at least three hours in advance to avoid being charged the half service fee. For blocks of more than five services, a 12-hour cancellation policy or a 100% no show charge applies.

Are service charges included in the bill?

The spa does not have service charge or tipping policy. If you are fully satisfied with your treatment, you may wish to tip the therapist at your discretion.

How do I pay?

You may charge spa services to your hotel bill or may be paid by credit / debit card or by cash.