

# **Spa Procedures & Policy**

At Nadia's Beauty Centre, we pride ourselves on high standards and exceptional service.

Whilst we appreciate there is some form of normality in the current climate, our main aim at Nadia's Beauty Centre is to provide our customers a clean and safe environment where they can be pampered, have their ideal make-up, or just relax and rejuvenate in our Moroccan Spa Bath.

## What do I need to bring with me?

We advise our customer's who are having Spa treatments to bring their own towel, robe, wet safe shoes, swim wear/bikini and Moroccan loofah.

Alternatively, we can provide you with a towel for £7.00 and a Moroccan loofah glove for £5.00.

We also provide complimentary toiletries for your Spa treatments.

## What to expect on my Spa Day?

Before you arrive at Nadia's Beauty Centre, you will be sent a consultation form, alternatively you will be able to fill the form out once you arrive at the centre.

You will then be shown the Hammam and changing area, after changing into to your swim wear, we will ask you to take a shower before you enter Hammam.

**Do** drink plenty of water, at least 2 glasses of water before entering the sauna or steam room, and thereafter.

**Don't** eat before you take a steam bath, this may interfere with your circulation and digestion system.

**Do** seek advice if you have a heart condition or suffer from high blood pressure, we advise out customer with these conditions not to use our sauna.

We also advise customers who are pregnant not to use our sauna, if you are unsure, please seek professional medical advice.

**Do** leave the sauna if you develop dizzy spells or feel unwell, please tell a member of the Spa team, who help you cool down.

**Don't** spend more than 10 minutes at any one time in the sauna and cool off, rehydrate drink plenty of water.

When you are ready to leave the sauna, you should go to the steam room for 20 minutes, your Spa therapist will provide you with special Moroccan soap which you should apply over your body.

You will then lay down on a heated marble slab where your Spa therapist will scrub down your body to exfoliate your skin for approximately 15 minutes.

Once your skin is fully exfoliated and body masked you will be asked to take a shower.

For more luxurious treatments please speak to our Spa team.

#### **Advanced Bookings for Hamman Treatments:**

We understood some of our clients have busy schedules, and with this in mind we offer advanced bookings which require a £20 deposit.

#### **Cancellation & Refund Policy:**

Whilst we appreciate not everything goes to plan, we would kindly request that if you wish to cancel your Hammam treatment, please understand that we require **24-hour** notice so that you can claim back your £20 deposit.