



## *Important Information*

**Our mission is to offer guests a caring friendly and health-giving experience of the highest professional standards.**

- KurSpa is available to guests 16 and older only; this includes the indoor/outdoor pools and the sauna and steam rooms area.
- We recommend reserving your treatments in advance (secured with your credit card).
- A 12% Harmonized Sales Tax will be added to services.
- Prices do not include gratuity. Tipping is appreciated for exceptional service.
- Prices are subject to change without prior notice.
- We require all changes or cancellations to be received by 12 noon the day prior to your appointment. A 20% late charge will apply after that time. No shows will be charged the full price of the service. All calls must be received during the business hours of 9:00am to 6:00pm. Messages left at our after-hours message centre will be considered received at 9:00am the following morning.
- Please check-in with KurSpa reception 15 minutes prior to your treatment, and again after your treatment. Please bring your robe and slippers from your room to wear in the KurSpa.
- Late arrivals will end as scheduled in consideration of our next guest.
- Please let us know ahead of time if you have a gender preference for your practitioner or if you have any specific needs or limitations.
- Please alert the KurSpa manager and/or practitioners if you are pregnant or have any health-related disorders such as diabetes, high blood pressure, history of stroke, clotting disorders, varicose veins or specific allergies.
- To ensure a safe and relaxing treatment experience, we require that you complete a Client Consultation Form upon check-in. If you have any certain medical conditions such as asthma, allergies, high blood pressure or are pregnant, certain treatment services may have to be modified or may not be appropriate.
- Please do not bring valuables to the KurSpa. Sparkling Hill Resort will not be responsible for lost or stolen items.
- Suitable bathing attire is required for ladies and men (no board/long shorts).

- Gift cards are available for purchase.
- Lockers are available in both the men's and women's change rooms, complimentary for all guests, and based on availability.

## **Etiquette**

- No mobile devices (cell phones), pagers, cameras, video cameras or any other recording devices will be allowed in the KurSpa.
- In consideration of other guests, we ask voice levels be kept low. KurSpa is a quiet and still environment to help you relax and rejuvenate.
- Please inform any of our KurSpa staff members if you have any concerns.
- Please shower before using any of the KurSpa facilities.
- Please be aware that there is NO LIFEGUARD on duty at any of the pool areas. No diving or unnecessary splashing of water is allowed.
- Please do not bring food or drink into the aqua area, sauna/steam rooms and therapy rooms. We provide a designated area for beverages.
- Please bring any unsafe or dangerous situations to our attention.
- Please approach any of our KurSpa staff members or attendants if you need more information or directions.
- It is recommended that guests do not wear jewelry while visiting the KurSpa.

