

SPA Policies

- Prices valid for 2025
- Each client is required to sign a consent form before the service.
- We recommend booking in advance – try to book a day or two before to secure your spot. You can also book up to 2 hours before your session if you need to book last-minute (like booking by 1 pm for a 3 pm session). Booking depends on availability.
- Kindly arrive 15 minutes before your scheduled treatment(s) to change and complete a consultation form with your therapist.
- Please advise us of any health conditions, allergies, and injuries, recent medical or cosmetic procedures, which could affect your spa experience.
- In a spirit of mutual respect, we kindly request punctuality.
- We respectfully request that you leave mobile phones switched to silent mode.
- Treatments marked ** are not available yet at all Omni Spas, please enquire upon booking.
- Spa guests aged 16 years and under must be accompanied by an adult. An indemnity must be signed for each child.
- Gratuities are not included in the treatment price. You are free to add a tip if you feel your treatment was excellent.
- Omni Spa will not be held responsible for any claims related to death, harm, injury, loss, or damage to property that occurs on Omni Spa premises. This applies regardless of whether the case is related to participating in activities or services offered at Omni Spa.
- Prices are subject to change without notice.
- Please note that products bought at our spas are not refundable.
- All prices are inclusive of VAT.

Cancellation Policy:

- 24 hours' advance notice is required for cancellations and rescheduling; if this is not adhered to, 50% of the treatment fee will be charged.
- Late arrival will result in a reduction of treatment time, whilst the full treatment fee will apply.

Spa Trading Hours

9:00 - 18:00 Monday to Friday

9:00 - 16:00 Saturdays

9:00 - 13:00 Sundays