

Atrium SPA Guest Care, Etiquette

- Opening hours: 11:00am to 19:30pm
- The use of the indoor Swimming pool, Hamman and Sauna is not permitted.
- The wet treatment area within the spa premises will not be operational for this season.
- Treatments will take place in a specially formed open space in proximity to spa reception.
- Spa treatments will be available by appointment made with the spa reception (extension no:12) or by request via our hotel app. It is also possible to send an appointment request via our hotel app during operating hours and a subject to availability confirmation mail will be sent.
- Guests can complete the medical form required prior to treatment through their mobile phone. In case this is not an option, they will be asked to fill a printed form upon arrival for their appointment.
- The use of spa services is only permitted to guests above the age of 14.
- Staff will be equipped with the required PPE items (face covers, single use aprons and gloves whenever deemed necessary) and shall wear them throughout the duration of the service.
- When entering the spa area, you will be offered slippers, a robe and single use underwear (if necessary). You are advised, when possible, to arrive already wearing your bathrobe (not applicable for nail services).
- You are kindly asked not to bring any personal belongings (bags or valuables) within the spa area.
- Hand sanitisers will be available at the entrance and the rest rooms, single use face masks and gloves will be also available upon request for spa guests.
- All spa products needed for your treatment will be separated in sanitised bowls and disinfected.
- All specific tools used for nail treatments are sanitised with the use of UV special equipment.
- After every treatment, all surfaces are thoroughly cleaned and disinfected with the use of certified Ecolab products and steamer.
- All towels and robes used are washed in very high temperatures (>90° C).
- You are advised to use touchless methods of payment (credit card / room charge).