



RECOMMENDATIONS & SPA ETIQUETTE

Cocor spa is a full-service facility available to all resort guests. A private locker, robe, one time slippers and personal amenities are provided along with complimentary exotic teas. Our Spa environment is one of tranquility and relaxation. Please respect other guest's rights to privacy and serenity and do not use mobile phones or pagers within the Spa. Smoking is prohibited throughout the Spa.

SPA APPEARANCE

Please remove all jewellery and clothing, leaving on your undergarments. For some treatments you will be provided with disposable undergarments by your therapist. If your treatment involves water therapy you are required to wear a swimsuit. Please make sure that your valuables are kept in your locker.

HEAT EXPERIENCES

To ensure the comfort of all guests, a bathing suit or a towel around the hips is required in unisex areas.

DURING YOUR TREATMENT

Please let your therapists know if you are comfortable or uncomfortable, too warm or too cold, or if their pressure is too light or too firm. Our goal is to make you feel the ultimate experience like nowhere else.

APPOINTMENTS

Advance reservations are recommended. Please call (+4) 0241 701 442 from outside the Resort or extension 75 from your room. Name and contact information are required at the time of booking to guarantee your reservation. For scheduling appointments or for further information please contact us.

CHECK-IN

We suggest that you arrive at least 30 minutes prior to your first appointment. Before your treatment you will be requested to complete a medical evaluation form. In consideration of all Spa guests and therapists, late arrivals will not receive an extension of scheduled treatments and the full value of your treatment will be applied.

CONSULTATION

Clinique treatments include medical consultation by our doctor or specialized staff. If you have a particular physical conditions or injury please explain it to them in order to have more therapeutic results during your treatment.

CANCELLATION POLICY

As a courtesy to other guests and our therapists, cancellations or rescheduling must be received at least 4 hours prior to appointment time to avoid a 50% charge. Cancellations within 2 hours of the appointment time will incur a 100% charge.(a credit card will be required to secure all bookings —unless staying in the hotel).

AGE REQUIREMENT

COCOR SPA is appropriate for guests over 16 years old. However if wishing to use the Fitness facilities they must be accompanied by an adult.

HEALTH CONDITIONS

Please advise us of any health conditions, allergies or injuries that could affect your treatment or use of the Spa facilities.

PREGNANCY

We have specially designed treatments for expectant mothers. Please allow the Spa receptionist to assist you in selecting suitable pre-natal treatments for this special time.

FEEDBACK

Your comments are always welcome. Thus, please fill up our comment cards, which you will find at the reception.

GIFT VOUCHERS

Beautifully presented COCOR SPA gift vouchers are the perfect present for any occasion. For your convenience Gift vouchers may also be ordered via the telephone and will be dispatched the same day.

LOSS OR DAMAGE

We regret that we cannot be responsible for any loss or damage to personal articles and valuables during your visit to the Spa.

Thank you for your cooperation.