

SPA REGULATIONS

ARRIVAL

To ensure a relaxing and seamless experience, we suggest arriving 45 minutes before your scheduled treatment to enjoy our spa facilities including sauna, steam room, cold plunge pool and indoor pool.

MEDICAL CONDITIONS

If you have undergone any surgery within the past six months, suffer from any medical condition, or are pregnant, please advise us at the time of booking. Our therapists will provide you with a consultation to ensure that your experience is tailored to your physical condition.

AGE REGULATION

Spa treatments are suitable for individuals aged 18 and above.

CANCELLATIONS

If you need to cancel or reschedule your appointment, please provide at least 8 hours' notice to avoid a 50% charge to your total bill.

If you do not show up for your appointment or cancel or reschedule at least 8 hours before your appointment time, we will consider you a no-show. No-show appointments are charged 100% of the total value of the booked services.

If you arrive late, your session will be shortened accordingly to respect the next guest's appointment. The full treatment fee will still apply.

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Renu Spa & Fitness is a place of peace and quiet. We kindly suggest keeping your mobile phone silent and respecting all the guests' privacy and relaxation time.

DISCLAIMER

Prices and treatments are correct at the time of printing and are subject to alteration without prior notice.

GIFT VOUCHERS

Make the perfect gift for your loved ones. We offer gift vouchers available in monetary value or for specific services, including spa packages. Please note that vouchers are non-refundable and must be presented at the time of the appointment.