



DOT SPA Etiquette

Arrival

For an unforgettable experience at our exclusive DOT SPA, we recommend arriving at least 15 minutes before your treatment time. To get into the right mindset, take advantage of our wellness facilities, which you can begin using 45 minutes before your treatment.

Hours and Customer Behavior

For an optimal experience, we ask that you respect the opening and closing hours of our wellness oasis.

Access to the massage rooms is allowed only after a refreshing shower. Please wear slippers, bathrobes, and disposable underwear, provided by the DOT SPA, for total comfort.

Reservations

Book in advance to guarantee the treatment of your dreams: last-minute requests are subject to availability. For any needs, reserve directly from your room by calling the DOT SPA reception.

Health, Allergies, and Pregnancy

Our goal is total well-being. If you have high blood pressure, heart problems, other medical conditions, or are pregnant, consult your doctor before booking. Always inform our DOT SPA experts about any allergies or specific conditions for a personalized treatment.

Do not use our services if there are any medical contraindications.

Minimum Age

The DOT SPA is reserved for adult guests (16 years and older). Peace and tranquility are important to us: we ask that you keep your voice low and respect the relaxing atmosphere that makes our facility unique.

Late Arrival and Cancellation Policy

To ensure excellent service for everyone, we ask that you cancel your treatment at least 24 hours in advance, otherwise, the full amount will be charged.

Entry to our facilities is allowed at your own risk, upon acceptance of the regulations.

It is strictly forbidden to:

Introduce glass and ceramic objects, or perform actions that may compromise the environment.
Smoke inside the SPA.
Dive; use the proper handrails and ladders to access the pools.
Bring animals into the SPA.
Consume food or alcohol, except in areas designated for private SPA use.
Access the SPA if experiencing flu-like symptoms or a fever above 37.5°C, for the health of all.
Enter with skin diseases, infections, or open wounds.

Use of Electronic Devices

For maximum relaxation and privacy, we ask that you refrain from making phone calls or listening to music at high volume. Please set devices to silent mode and respect other guests by avoiding taking photos or videos without their consent.

Sauna and Pool Rules

In the sauna, for true purification, only wear a cotton towel—no swimsuits or synthetic materials. Swimsuits are mandatory in the pools. We recommend removing glasses, watches, jewelry, and bracelets to protect your belongings and maintain the perfect water quality. These items can be stored in the designated lockers or in the safe in your room.
We are not responsible for damaged or lost items.
Chairs and lounges cannot be reserved: please place towels on the designated hooks or take them with you if leaving for an extended period. Our staff will remove unattended items to maintain order and ensure space availability.

Massages and Treatments

Our team of qualified male and female experts is ready to pamper you. If you have specific preferences, please mention them at the time of booking.
All environments are sanitized after each treatment to ensure maximum cleanliness.
We use disposable products and tools for safety. Reusable tools are subjected to decontamination and cold sterilization with specific products.
All sterilization devices and products are certified and accompanied by a technical data sheet.

Advice and Precautions

For an optimal experience, wear comfortable clothing during treatments.
Avoid sun exposure immediately after exfoliations, hair removal, or facial treatments.

Behavior within the Facility

For the well-being of all, we ask that you maintain respectful and appropriate behavior in every area of the DOT SPA. Our staff is authorized to intervene and, if necessary, remove anyone who does not follow the rules to preserve the serenity and comfort of all guests.