

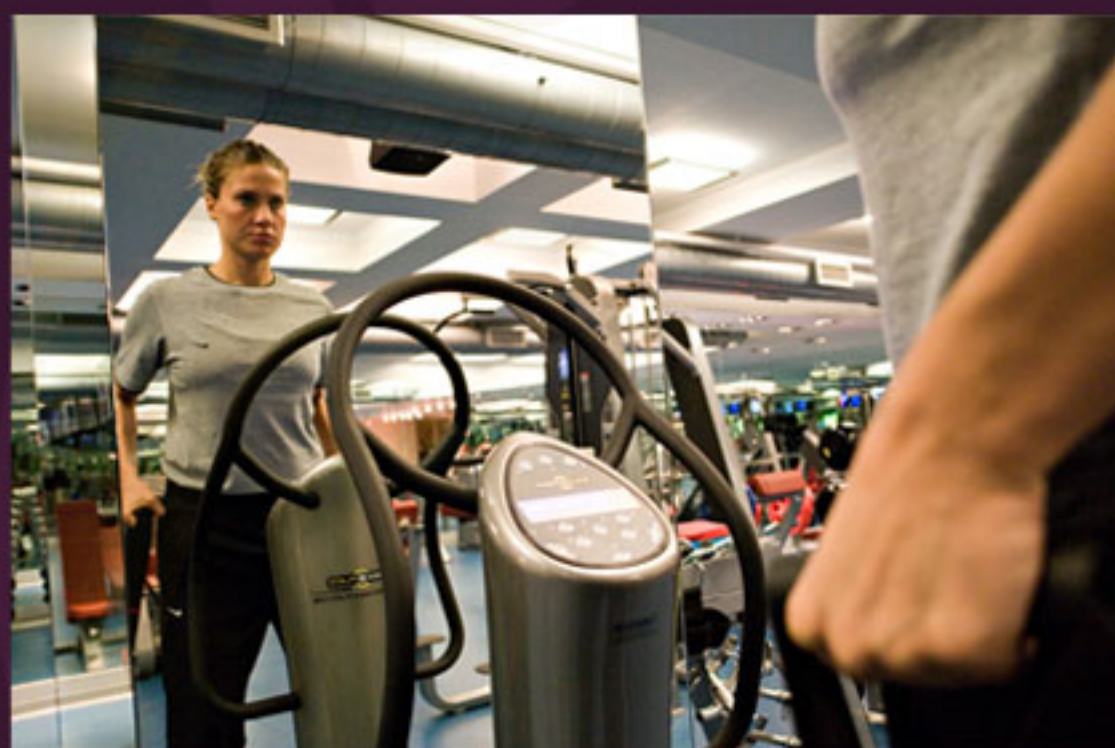


VINOTHÉRAPIE SPA

BY

CAUDALIÉ
PARIS

SPA GUIDE





In order to use your services do I need to be a Hotel Guest or Spa Member?

No, we provide our services to external guests as well.

What are the Opening Hours?

The Spa is open daily from 7.00 am to 10.00 pm. Spa treatments are available daily from 9.00 am to 9.00 pm. The Fitness Center is open weekdays from 7.00 am to 10.00 pm, weekends from 8.00 am to 9.00 pm. The Pilates Studio is operated according to the guest's reservation.

How do I make a reservation?

We kindly ask you to call the Spa Reception at +90 (212) 359 15 33 - 34 or send a reservation request to spa@lesottomans.com

We will request that you fill out our Credit Card Reservation Form in order to guarantee your reservation. During your phone call, or in your email, be sure to include information about your personal condition which will allow us to make an appropriate reservation (allergies, medication, recent surgeries, pregnancy etc.).

What is the Cancellation and No-Show Policy?

We work by appointment and reserve this time especially for you. If for any reason you can not make your appointment, cancellation must be made no less than 6 hours prior to treatment or 100% of the treatment cost will be charged to your account.

Spa Escapes, Retreats, multiple reservations and Spa Gift Certificate cancellations require a minimum of 24 hours advance notice.

How early should I arrive to the Spa before my appointment?

In order to harmonize your body and spirit we kindly ask you to arrive at least 1 hour prior to your appointment to allow yourself time to change and enjoy the complimentary facility of Aqua World (sea water pool and Jacuzzi, adventure showers, Kneipp basins, Fin sauna, relaxation room with heated ceramic benches, ice fountain, meditation oasis etc.)

What if I came late to my appointment?

We request that you come on time to your appointments. In case of late arrival, your session will be shortened in order to accommodate the next guest in a prompt manner.

What do you do if therapist/trainer who has been assigned/guaranteed is not available for my treatment/session reservation?

If it should occur that the therapist or trainer you selected for your reservation is unable to make the appointment due to sudden circumstances (illnesses, accident, etc.), you have the option to either take the reservation with another therapist or trainer or reschedule with the person as soon as possible. Complimentary compensations will not be offered.

Can someone help me to determine which treatments are the best for me?

Our well-trained receptionists and Spa representatives will assist you in finding the most suitable and beneficial treatment/session reservation to meet your desire and personal needs.



Is the Spa facility single or co-gender?

Please notice that our Spa is a co-gender facility; we kindly ask you to dress accordingly.

What if I'd like to present a Gift Certificate?

Once you have found a good thing, you are sure to want to share. Offer a friend, loved one, or business associate the ultimate in relaxation and refreshment. Give a Spa Gift Certificate, allowing your recipient to enjoy quality Spa treatments. The selection ranges from Spa rituals and massages to unique Vinotherapie treatments and facials, from Personal Fitness Training to private Pilates Sessions.

What is the expiration of Gift Certificates and Packages?

A Gift Certificate is valid for 3 months. Any expired Spa Gift Certificate and Spa Packages can be extended a maximum of two months for an additional 60 TL service fee. Please note that all Fitness, Pilates and Treatment Packages expire six months from the purchase date.

What is the dressing code like?

Spa Dressing Code - The most important thing is to feel comfortable.

A toweling robe appropriate for the current season, towels, peshtemals, slippers and safety slippers are available in the changing rooms. Unlimited towels and peshtemals are at your disposal around the Spa area.

Fitness Dressing Code – We kindly request you to wear proper trainers and exercise wear into the Fitness Center.

Pilates Dressing Code – Please wear comfortable, stretchable clothing, but make sure that your pants or shorts are not too loose around the legs. No shoes are worn for Pilates.

What should I wear during my treatment?

Disposable shorts and undergarments are required and will be offered in your massage room. Your therapist will keep your body draped during dry services, only exposing the area to be worked upon; however, in wet services such as scrubs, hammam treatments, wraps and baths, the chests will not be draped in order to achieve maximum benefits.

What if I would like a more private Spa experience?

The Private Spa area is where you can enjoy the best of the Vinotherapie treatments in the privacy of your own spa. The private amenities you will have hours to take pleasure in include the Aroma Steam Bath, Finnish Sauna, and Jacuzzi. Your massages will be provided by our Vinotherapie specialists on the unique and romantic couple's platform, as well as individual beds. This is the ultimate way to experience Caudalie Vinotherapie Private Spa Adventure, either alone or as a couple.

What should I do with my personal belongings and jewelry?

The male and female lockers are available for storage. We also offer safety boxes for valuable belongings which are situated at the Spa Reception. Therefore please kindly note that the management of Hotel Les Ottomans can not assume any responsibility for lost or stolen items that may have been left at or around the Spa.

What if I have a health consideration?

Elderly persons and those suffering from heart disease, diabetes, or high blood pressure should consult a physician before using the spa facilities. We kindly ask you to inform your therapist prior to your treatment. We assure you that all responses will be kept confidential.

May I receive a massage or body treatment while I am pregnant?

Because of the tremendous physical and hormonal changes that occur in the expectant mother, we do not recommend any massage during the first trimester; this is the time for the mother to get comfortable with being pregnant. The second and third trimesters are wonderful times to begin massage. Avoid treatments involving deep pressure, aromas and minerals.

How long should I stay in the Salt Inhalation Laconium, Sauna and other facilities?

All cabin descriptions and their usage recommendations are posted on signs next to each cabin. Our Spa attendants and representatives will be glad to assist you.

Can I use my mobile phone?

We do not allow cell-phone devices to be used in the Spa, so as to maintain a relaxed atmosphere and serene ambience. You have the option of directing your cell phone calls to Spa Reception. Our Spa receptionist will be at your disposal to record your messages.

Are children allowed at the spa?

For the peacefulness of our customers, children under the age of 14 years old will not be allowed to use the Spa facilities. Exceptions are made to hotel guests and to members' children on national/religious holidays only, with signed release form by parent or guardian.

Do I need to shower before my body treatment?

Yes, please shower before your treatment.

Do I need to shave before my facial?

However we recommend that you shave at least two hours prior to your treatment, rather than just before.

May I use the Outdoor Swimming Pool?

The Outdoor Pool is reserved for hotel guests and Spa members only. If you would like to enjoy our pool, an additional fee will be charged to your account.

What are the Outdoor Pool Hours of Operation?

The Outdoor Pool is operational from the month of May until September. During this period, the hours of operations are subject to Hotel events. Hotel Les Ottomans reserves the right to adjust hours of operations for such events without advance notice.

What kind of water does the Indoor and Outdoor Pool contain?

Our pools are filled with sea water.

What is tipping etiquette?

General gratuity is 10% - 15% of the cost of services. You may tip directly your therapist or leave your tip at the envelope at the Spa reception.

Does your price include VAT?

Yes, all prices include VAT.

Are there stylist services available for female guests?

The hairstylist, (a blow-dry) services are available for ladies in the female changing room. Such service is available during certain hours and days however we can not confirm or guarantee availability. Please request such service upon to your Spa departure.

Is food available, and if so, where may I eat it?

No outside food or beverages are allowed into the Spa. We have a Food and Beverage menu available. If you make a selection from this menu, you may eat your meal at the small café outside of the Fitness Center, or at the tables outside of the Pilates Studio.

What about parking services?

Please be aware that the parking lot where your vehicles are kept does not belong to Hotel Les Ottomans, and has to be paid for each time it is used. The parking lot fee is charged for each individual visit.

Please note that herbal toxin-flushing tea and fresh grapes are your complimentary amenities. Enjoy!