

Atrium SPA Guest Care, Etiquette

- Opening hours: 10:30 till 19:00 daily.
- The Hamman (steam bath) will not be operational this year.
- Spa treatments will be available by appointment made with the spa reception (extension no:12) or by request via our hotel app: you can send an appointment request via the app during operating hours and a -subject to availability- confirmation mail will be sent back.
- 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 or 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). If you wish, you can arrive already wearing your bathrobe (not applicable for nail services).
- You are kindly advised 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 and single use face masks will also be available upon request for spa guests.
- All spa equipment is being carefully sanitised after every treatment.
- 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.
- 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).