



# Oasis Spa

## Terms and conditions

Oasis Spa treatments and services are available to book via Cruise Personaliser up until 3 days before the start of your holiday\*. After this date treatments and services can be booked on board.

Prepaid spa bookings will be charged to your debit/credit card at the time of booking.

The final decision regarding your suitability to undertake a spa treatment or service rests with the Oasis Spa personnel. If you are deemed unsuitable to undertake a prepaid spa booking then a refund will be issued to your debit/credit card.

Please note that prices shown on Cruise Personaliser may be different to prices on board, however prepaid spa bookings made via Cruise Personaliser will not be affected by any changes. All prepaid spa bookings are exclusive of our 10% service charge. For your convenience a 10% gratuity will be added to your on board bill. However, should you wish to remove, reduce or increase the amount, please make this request during check-out.

Loyalty discount is available on all spa bookings and is calculated based on the tier you will be on at the time of taking your treatment. Loyalty discount is deducted from your payment at checkout.

All treatments, services and facilities are subject to availability. Whilst every effort is made to ensure the full availability of spa services, unforeseen circumstances may result in some of them being unavailable at short notice. In the event that we are forced to cancel a prepaid spa booking, a full refund will be issued to your debit/credit card.

You may cancel or make amendments to your prepaid spa booking up to 3 days before the start of your holiday via Cruise Personaliser or by phoning our Customer Contact Centre. In the event that you need to cancel or amend you're booking once on board, please contact the Oasis Spa directly.

Spa bookings can be made for anyone travelling with the same booking reference as you. To buy spa credit or another gift idea for someone else, please refer to our Gift & Little Luxuries brochure at [www.pocruises.com/special-occasions/celebrations-and-gifts/](http://www.pocruises.com/special-occasions/celebrations-and-gifts/)

Your prepaid spa booking is fully refundable on board up to 24 hours before your treatment time. If you cancel at least 24 hours before your treatment time a full refund will be issued to your debit/credit card. If you cancel less than 24 hours before your treatment time then you will be charged a cancellation fee of 50% of the relevant treatment or service cost. The prepaid charge will be refunded to your debit/credit card and the relevant cancellation charge will be applied to your on board account.

If you cancel your holiday any prepaid treatment charge will be refunded to your credit/debit card.

## 1. How to use the Spa

### 1.1 Opening hours

The Oasis Spa is open daily from 8am through to 8pm everyday at sea. In port the hours are 8:00am until 10pm. The Gym is open daily from 8am – 8pm.

### 1.2 Treatment time

We recommend you arrive in the spa 30 minutes prior to your scheduled treatment time so you have time to shower, change and use the facilities.

### 1.3 Therapist meeting point

A confirmation letter will be in your cabin on arrival to the ship, confirming your scheduled treatment time and meeting point. Please be at the meeting point showered and in your robe 5 minutes before your scheduled appointment time. If you are using the spa facilities before, please ensure you leave enough time to dry off and return to the meeting place for your scheduled time. If you are late, we may have to reduce your treatment time to accommodate our next guest.

### 1.4 Spa attire

You will be given a robe and slippers to wear for all services rendered in the spa and salon. A swimming costume is required in the thermal suite, hydro pool, sauna or steam room. In the gym, proper fitness attire should be worn, including training shoes for all classes except yoga, meditation and Pilates, for which we recommend bare feet.

For all spa treatments, briefs should be worn, or we will be pleased to provide disposable underwear if preferred.

### 1.5 Spa facilities \*\*

There is a fee to use the thermal suite and hydro pool, which can only be booked once on board. Use of the gym, sauna, steam room and changing rooms is complimentary for all passengers.

### 1.6 The Retreat\*\*\*

The Retreat is a luxurious private outdoor space where you can enjoy some “me time” and the attentive service of our Retreat Stewards. Retreat passes are chargeable; please see Oasis Spa reception to book once on board, or alternatively Retreat passes can be pre-purchased as part of a Spa Package.

### 1.7 Medi-Spa

Please note that Medi-Spa services can only be booked once on board

### 1.8 Under 18

You must be at least 18 years of age at the time of embarkation to make a prepaid spa booking via Cruise Personaliser. Bookings for spa treatments and services for anyone under the age of 18 must be made on board by the parent or guardian. A parent or guardian will be required to accompany anyone under 18 for selected services; this will be advised by the Spa at the time of booking

## 2. Satisfaction Guarantee Policy

### 2.1 We pride ourselves on enriching the lives of all our passengers with premium treatments that nurture wellness on every level. If we fall short of your service expectations, we will offer an alternative service or, if preferred, issue a refund. We welcome all your comments and encourage you to share your treatment experience with the Spa Manager.

\* World Cruise guests may pre-book treatments up to 3 days before the World Cruise start date (which is normally the start of January)

\*\*The thermal suite and hydro pool are only available on selected ships. All ships have a complimentary sauna or steam room, but not all ships have both

\*\*\* The Retreat is only available on board Azura, Britannia and Ventura