



Spa : Terms & Conditions

Spa Etiquette

To maintain the tranquil environment of relaxation and rejuvenation at bambuq Spa, we request that you are respectful of others' privacy, speak softly and deactivate any disruptive communication devices such as cell phones. The spa is a non smoking environment.

Rights to Admission Reserved

We have the right to reserve services to any customer and the rights to refuse service to any client at our sole discretion.

Late Arrivals

We sincerely request our guests to arrive at least 10- 15 minutes prior to their scheduled appointment time; however, if a late arrival is unavoidable, please call to notify the spa receptionist. Arriving late will simply limit the time for your therapy, as we must complete your service by the designated end-time in order to appropriately accommodate the next guest.

Personal Belongings

Responsibility of personal belongings rests solely with our guests and we accept no responsibility for lost or misplaced belongings. While we strongly advise against carrying valuables to the spa, provision for a jewellery box has been made in every spa room.

Inappropriate Behaviour

Our therapists reserve the right to stop any therapy at any point of time in the event of any inappropriate behavior, gestures, innuendos or requests of sexual nature by a guest. Such guests will be blacklisted and no further appointments will be offered to them.

Pregnancy & Medical Note

Pregnant ladies are recommended to seek medical advice before engaging in any of the therapies and are requested to notify our spa staff when booking their therapy. If you are undergoing medical treatment, please advise at the time of your visit.

Age Requirements

Children below the age of 12 are strictly not allowed in the spa premises alone or accompanied by an adult.

Refunds & Extensions

Memberships and gift vouchers cannot be refunded. Their validity cannot be extended either.

Valet Parking

We are not responsible for any physical damage to the car. This service is only for the benefit and convenience of the customer. Loss of any valuable kept in the car is at the customer's own risk.

Opening Times

The Spa operates daily from 10:00 am to 10:00 pm

Gift Vouchers : Terms and Conditions

- We reserve the Rights of Admission.
- Vouchers are valid for no more than 3 months from the date of purchase. No extensions are permitted.
- If the voucher is lost/stolen/defaced the Spa will not be liable for any compensation.
- The voucher cannot be used in conjunction with any other discount or promotional offer.
- The voucher reference to be given while booking the appointment
- The voucher must be submitted physically for redemption at the counter prior to availing the service. If not , the client will be charged for the same.
- The voucher is for one time use only. Balance amount if any cannot be carried forward or exchanged for cash.

Membership : Terms & Conditions

- Rights of admission are reserved
- Membership is valid for the period stated on the form and no extensions are permitted.
- Memberships are non refundable and non transferable .
- Memberships cannot be used in conjunction with any other promotion or offers.
- Members are requested to pre book their appointments. Last minute appointments will be given subject to availability.
- Cancellation of appointments are to be done a minimum of 3 hours in advance .
- Members are requested to arrive at least 10-15 mins before the appointment. However if late arrival is unavoidable please inform the spa receptionist. Arriving late will simply limit the time of your therapy , as we must complete your service by the designated end time in order to appropriately accommodate the next guest.
- We reserve the rights to terminate the membership if the member is found to be misbehaving. The member can be expelled from the spa and in this event the fees shall be forfeited.

Thank you for choosing  bambuq for your Spa experience.