

SPA Hotel Minho

Timetables

From Monday to Saturday: 09:30 to 20:00
Sunday: 09:00 to 20:00

In order to preserve and offer a calm and relaxing atmosphere to all our guests, Spa Hotel Minho allows the access of children under 16 years of age accompanied by an adult until 14:30.

Rules

We would appreciate if all our rules are fulfilled.

Spa Hotel Minho reserves the right to interrupt and refuse to continue the service in cases like:

- Maintenance, cleaning or any other reason that interferes with the proper functioning of its services;
- Verbal or nonverbal sexual harassment. In these situations the therapist must leave the treatment room immediately and report back to the Technical Manager. The service will be charged in full;
- Restrict access to certain areas for pre-booked events;

Forbidden

- To smoke;
- Running, jumping or diving is not allowed;
- Children still wearing diapers are not allowed to use the Swimming and Vitality Pool;
- The use of radios, inflatable items, or any other toys;

- People with warts, athlete's foot, mycosis, open wounds or any other contagious conditions are not allowed to use the Swimming or Vitality Pool;
- Food and drinks that have not been served by our staff are not allowed;
- The use of any photographic or filming device;
- Any guest under the influence of drugs or alcohol will be denied access to the Spa for their own safety

Obligatory

- All guests must sign a responsibility statement;
- Guests must shower before entering the Swimming and Vitality Pool;
- All guests, including children, must wear conventional swimsuits;
- The use of slippers and cap is obligatory;

Recommendations

- Guests are required to read the existing safety rules and procedures of all spaces and equipment (Sauna, Hammam, Swimming and Vitality Pool);
- Guests must respect the silence. Please use a low tone in order not to disturb other guests;
- We recommend not using personal objects such as watches, bracelets, earrings, rings and necklaces;
- We recommend that mobile phones or any other electronic devices are turned off or silent;
- Children over 6 years of age cannot remain in the changing room of the opposite sex;
- Spa Hotel Minho reserves the right to invite guests to leave:
 - If they disturb the peaceful atmosphere and disrespect other guests;
 - If they do not respect all the rules;

Booking

Any appointment should be made within 24 hours priority.

If not it will be subject to therapists and facilities availability.

Guests with appointment should come with 15 minutes in advance in order to start the treatment on time.

Delays will mean a proportional time reduction to respect the time of the next treatment. However, payment must be made in full.

In case of pregnancy, recent surgery or any other medical restriction, please contact your doctor before booking the treatment.

Cancellation

If you cannot attend the treatment, please contact us with 24 hours in advance, and payment will not be considered. With 12 hours in advance, we will charge 50% of the payment. Less than 12 hours, payment must be made in full.

Dress code

Spa Hotel Minho will provide you a bathrobe and slippers. If you are a hotel guest bring those that are available in your room.

In the Indoor Swimming Pool, guests must wear slippers and cap, as well as:

Men: swimsuits or speedos;

Women: Bikini or one-piece swimsuit;

In the treatment area, we recommend the use of bathrobe and slippers.

Responsibility

Please keep your belongings in the individual lockers and always have the key with you.

Spa Hotel Minho is not responsible for any damage, theft or loss of any personal object being used or stored in lockers.

To address specific issues, please contact the Technical Manager.

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Physical conditions

In order to provide our services all guests must sign a responsibility statement and fill out a physical fitness certificate.

All the information provided is entirely confidential and will be treated with utmost discretion. Information on physical condition must be provided with truthfulness and accuracy.

Amendment of terms

Spa Hotel Minho reserves the right to change rules and rates without previous notice. The new information will be published in the available means.

Others

For your own comfort, NATUR WELLNESS provides towels, bathrobes and slippers. When necessary, please ask the therapist for extra ones.

In case of facial treatments, men should shave 2 hours before the treatment.

To make your experience even more special, please inform the therapist about your preferences, whether it will be the room temperature or the massage pressure level.

If you wish to purchase any product used in your treatment, please consult the spa's reception or ask your therapist.

Indoor swimming pool and vitality pool

Rules

- Children under 3 years of age are not allowed to use the Indoor Swimming Pool and the Vitality Pool;
- Children under 16 years of age must be supervised by a responsible adult;
- The use of slippers and cap is obligatory;
- All guests, including children, must wear conventional swimsuits;
- Children still wearing diapers are not allowed to use the Swimming or Vitality Pool;
- The use of Pool or Vitality Pool is not permitted to those that have used creams, oils or tanning cream;
- Foods and drinks are not allowed in these facilities;
- Smoking is not allowed in these facilities;
- Running, jumping or diving is not allowed;
- For health and hygiene reasons, all users must shower before entering the Swimming or Vitality Pool;
- People with warts, athlete's foot, mycosis, open wounds or any other contagious conditions are not allowed to use the Swimming or Vitality Pool;
- Do not use these facilities if you have any doubt about your physical condition or if you have any medical restriction;

- Please do not use the Pool or the Vitality Pool if you have had a heavy meal;
- Any guest under the influence of drugs or alcohol will be denied access to the spa for their own safety;
- If feeling unwell please leave the Pool immediately and report to a member of staff;
- Bathers must take care on slippery surfaces in this area;
- Swimming is not allowed in the Vitality Pool;
- The Swimming Pool can be reserved for swimming sessions, classes, or other similar activities during certain periods;
- The use of radios, inflatable items, glass or clay objects or any other articles that management of the spa considers as inappropriate is prohibited;
- Guests are required to abide by the existing safety rules and procedures;
- All equipment should be used according to instruction;
- For all emergency situations please contact a member of staff;

Sauna & Hammam

Timetables

From 10:00 to 20:00

Rules

- Children under 16 years of age are not allowed to use these facilities;
- Smoking is not allowed in these facilities;
- Shaving is not allowed in these facilities;
- Newspapers and magazines are not allowed inside the Sauna or Hammam;
- Eating and drinking are not allowed in these areas;
- Sauna and Hammam should not be used for more than 10 minutes;
- After 10 minutes you should exit and take a shower with tepid water, then rest for more 10 minutes and, if you wish, re-enter for another 10 minutes;
- We recommend the removal of all jewellery before entering the Sauna or Hammam;
- People who feel uncertain about their physical conditions should not use these facilities;
- Do not use the Sauna if you are pregnant, suffering from a respiratory disorder, have high or low blood pressure or circulatory problems, are a diabetic or suffer from excess fluid retention or have a skin disorder, respiratory infections, cold or flu that may be aggravated by heat or humidity;
- Any guest under the influence of drugs or alcohol will be denied access to the Spa for their own safety;
- Please do not use the Sauna or the Hammam if you have had a heavy meal;
- If feeling unwell please leave the Sauna or Hammam immediately and report to a member of staff;
- Do not dry your costumes in the Sauna;
- Please ensure you sit on a towel or wear your costume in the Sauna;
- Guests must take care on slippery surfaces in these areas;
- When clients are present, this area cannot be visited by outside visitors;
- In case of emergency please contact the nearest member of staff;