

# Before you leave home...

## General information

- The Spa Dreaming Centre is open 9am to 9pm, 7 days. (Includes: Day Spa, thermal mineral bathing and café. Restricted to persons 16 years and older.)
- The Bath House is open 7:30am to 10pm, 7 days. (Includes: thermal mineral bathing, family area, adults only area and kiosk.)
- Address is Springs Lane, Fingal (Rye), Mornington Peninsula, Victoria, 3939, Australia. For directions please go to Melway Map Ref 169 A11, or view our Whereis.com map entry.
- The hot springs is a place of quiet relaxation.
- The hot springs is a non-smoking environment.
- The hot springs is a mobile phone free zone.
- Bookings are essential for all private spa treatments and private bathing.
- Avoid eating a heavy meal prior to bathing and spa treatments.
- Please do not wear jewellery in the pools as the mineral water may cause them to tarnish.
- Lockers, robes and towels are provided free of charge with treatments and packages.

## When to arrive

Please arrive at least 20 minutes before your booking start time. If you arrive late, your private bathing and treatment time may have to be reduced.

If your booking confirmation is for a treatment only, we highly recommend you also allow 30-45 minutes beforehand for hot mineral springs bathing as this greatly enhances the treatment. Bathing discounts apply with treatment bookings.

## Your therapist

Please be aware that whilst the majority of our therapists are female, we do employ male therapists who may be allocated to your treatment. If you have a preference, please tell us at the time of booking.

## What to wear if you have booked a treatment/package

We recommend you wear comfortable clothing and flat shoes to the springs. Robes and towels are provided free. During your treatment undergarments are optional. Disposable briefs will be provided at your request. Maintaining your sense of dignity and wellbeing is of the utmost importance to us. All of our therapists are trained to drape professionally to ensure your comfort and privacy at all times.

## What to wear while bathing

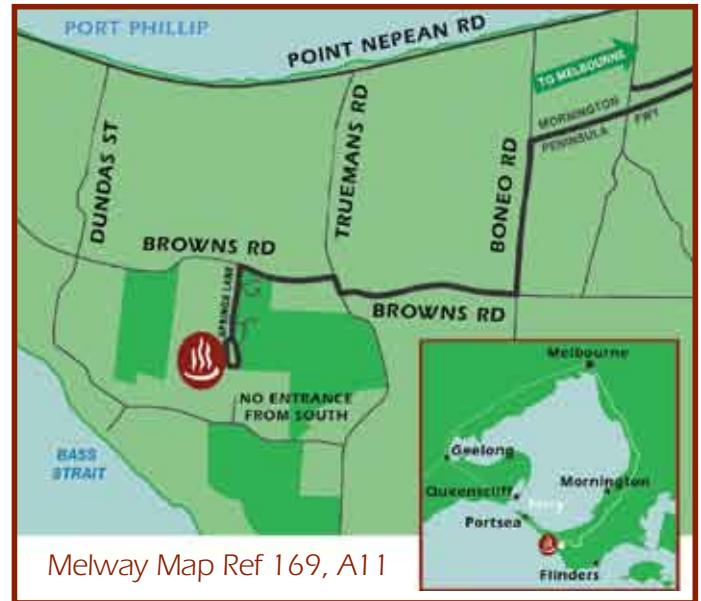
For bathing in the open areas a swimsuit is required. In private baths swimsuits are optional. The mineral-rich water may discolour swimwear. We recommend you bring a comfortable pair of thongs or slippers.

## Payments and conditions for bookings

Peninsula Hot Springs reserves the right to change prices without notice. Bookings are essential for all private bathing and spa treatments. Weekends can become fully booked up to 8 weeks in advance. Cancellations made at least 24 hours prior to your booking will be fully refunded. Cancellations made less than 24 hours prior to your booking will be charged 100% of the total payment. Same day cancellations or 'no show' appointments will be charged the full payment. Confirmation of an appointment is acknowledgement of this cancellation policy.

## Gift certificates

Peninsula Hot Springs gift certificates are valid for 12 months from date of purchase. Gift certificates may not be redeemed for cash. Certificates must be redeemed by expiry date and once expired hold no value.



## Group bookings

A group booking requires a minimum of five guests.

Our refund policy in case of a total group cancellation is as follows:

- Notice of more than 28 days prior to the event  
100% of the payment will be refunded
- Notice of 14-27 days prior to the event  
50% of the payment will be refunded
- Notice of 13 days or less prior to the event  
0% of the payment will be refunded.

Rescheduling in all cases will be considered cancellation.

For full group bookings terms and conditions please contact our Group Bookings Department on (03) 5950 8712.

## Dine & Bathe – Fri, Sat & Tues evenings

Dine & Bathe bookings are subject to the conditions above. Arrival time for all guests is 6pm. The confirmation email specifies your dining time.

## Booking treatments together

Clients booking together are normally booked into a double treatment room. If you would prefer separate treatment rooms, please notify us at the time of booking. We suggest booking well in advance to be sure of separate room availability.

## Medical information

Guests with any of the following medical conditions are not permitted to enter the pools or receive a treatment without first obtaining competent medical advice:

- Conditions involving high fever
- Extreme hypertension
- Malignant tumors and cancerous conditions (internal) – written medical approval required
- Liver, kidney or circulation disorders
- Conditions presenting the high risk of hemorrhaging
- Anemic conditions or serious skin infections.
- Congestive heart failure, recent stroke, or recent heart attack
- Pregnancy (see our website for more about pregnancy, bathing and treatments).

Terms & conditions subject to change