



Spa Guidelines

Relax and de-stress the mind, balance the body and restore your innermost being with our soothing treatments. With special treatments for the face, hands, feet and body, you will emerge from the sanctity of Black Eagle Spa feeling refreshed and rejuvenated.

A relaxing massage to relieve sore and tired feet and muscles. Includes a foot soak and scrub.

Spa Hours

Sunday & Monday: Closed

Tuesdays, Wednesdays, Fridays & Saturdays: 9am to 5pm

Thursday: 12pm to 8pm (Night Spa) **Public Holidays** 9am to 5pm

Contact

Tel: 011 958 5225 | **Email:** spa@blackeaglehotel.co.za

Web: www.blackeaglehotel.co.za

Spa Facilities

- 3 Private treatment rooms
- Manicure and pedicure area
- Outdoor swimming pool
- Indoor and outdoor relaxation areas

Facilities & Access

- Kindly refrain from smoking or using cell phones at the Spa.
- You will be provided with a gown, slippers and towel for you to use during your visit.
- Swimwear must be worn at all times while enjoying the Spa facilities.
- The hotel has a coffee bar, restaurant and bar where meals and refreshments can be enjoyed. The Spa menu has a great selection of light meals and beverages.
- Should you wish to book accommodation, please contact reservations@blackeaglehotel.co.za.
- Black Eagle Spa will not be held responsible for any theft, damage, loss or misfortune that may occur.
- Upon arrival at Black Eagle Spa, you will be required to complete a Client Record Card and sign an Indemnity Form.



Bookings

- Please make your reservation in advance to avoid disappointment
- All bookings / facilities / times are subject to availability.
- Should you wish to make any changes to your booking, please do so in advance.
- A 50% deposit is required to secure your reservation. No reservation will be confirmed until proof of deposit payment has been received. Balance of payment to be made on day of arrival before commencement of treatments.
- Reservations will only be held for a period of 24 hours after which your booking will automatically be cancelled should payment not have been received.
- Kindly arrive 30min prior to your scheduled treatment time. Late arrivals will be completed in the allocated time and the fee will remain unchanged.
- Please advise of any special requirements prior to your arrival.
- No cash refunds for products\ouchers purchased or services rendered.

Cancellation Policy

- Late arrival will result in a shortened appointment time with the full fee being applicable.
- We require 24hr notice for cancellation / rescheduling of appointments.
- Reservations not cancelled 24hrs in advance will result in a 100% cancellation charge. Gift vouchers will be null and void.

Gift Vouchers

- Gift vouchers make ideal gifts for any special occasion and can be purchased for a monetary amount or specific treatments.
- Vouchers will be noted as a "deposit" payment to secure your reservations. The voucher number is required when booking.
- Gift vouchers may not be redeemed for cash or exchanged for other services.
- The original gift voucher must be presented on the day of the reservation. No treatments will be performed without a valid voucher.
- Gift vouchers are valid for a period of 1 year from date of issue.
- The difference in price between the voucher value and actual treatments will be for the client's own account, to be settled upon departure.

