



Kloofzicht Spa is a space created to offer the most incredible sensations of health, wellness & relaxation, based on a blend of Nature's four elements

SPA HOURS

Monday to Saturday: 09h00 – 18h00

Sundays: 09h00 – 15h00

SPA FACILITIES

- Separate ladies & gents change rooms with steam rooms
- Inside & outside relaxation areas
- Indoors swimming pool
- Rasul chamber, Jacuzzi
- Spa Café
- 7 private treatment rooms (double & single)
- Manicure & Pedicure areas
- Spa Conference facilities



Guidelines:

FACILITIES & ACCESS

- Kindly assist us in maintaining the serenity of the Spa environment by refraining from smoking or using cell phones
- Lockers are available for your personal items & clothing
- The Spa will provide a gown, slippers and towels for you to use during your visit
- Swim wear must be worn at all times while enjoying our Spa facilities.
- Steam & swimming pool can be enjoyed at leisure throughout your visit
- Kindly shower prior to using our wet facilities
- Rasul needs to be booked in advance and will be at an additional cost
- The Kloofzicht Spa is not responsible for any theft, damage, loss or misfortune that may occur
- Please alert your therapist\reception of any medical conditions, i.e. heart conditions, high blood pressure, injuries, allergies, diabetes, pregnancy, etc.

BOOKINGS

- We recommend that your reservation is made in advance to avoid disappointment
- All bookings\facilities\times are subject to availability
- A 50% deposit is required to secure your reservation. No reservation will be confirmed until proof of deposit payment has been received
- Kindly arrive 30min prior your scheduled treatment time. Late arrivals will be completed in the allocated time and the fee will remain unchanged
- Please advise prior to your Spa arrival should you have any special requirements
- No cash refunds for products\vouchers 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 reservation. Voucher number is required when booking
- The original gift voucher must be presented on the day of the reservation. No treatments will be performed without a valid voucher
- The voucher value is valid for 3 years from date of purchase.
- The difference in price between the voucher value and actual reservation will be for clients own account, to be settled upon departure

SPA CUISINE

- Spa Café Menu and beverages are available for your enjoyment
- Kindly advise if it is a special occasion