



SPA BENÉ

The Spa BENÉ is located on the lower floor of Villino Eugenia and is connected to the main building by an underground tunnel. There is a tepidarium with a relaxation area, a small gym, sauna, Turkish bath and three private cabins for personalized treatments, one of which is a duo cabin for couple massages. The pride of the SPA are its prestigious cosmetics partners. For facial care, the SPA avails of the custom-made products **Höpebergh**, a celebration of Nature and Beauty, a concentrate of benefits and precious qualities that give harmony and well-being to the body and mind. In particular, you can try the cult facial treatment Bio SuRice, a precious treatment with an immediate and lifting effect: making use of the biodynamic whole rice sprouts, this treatment acts as a natural botox to regenerate and revitalize skin. The selected partner for body rituals is the historic **Officina Profumo-Farmaceutica di Santa Maria Novella**, founded in Florence in 1612.

SPA ETIQUETTE

BENÉ offers an atmosphere that favors harmony and relaxation, where you can enjoy an herbal tea in complete tranquility; it is an area for both men and women and the use of bathing suits and slippers is mandatory. We thank you for contributing to the quiet of our wellness area by talking in a soft and calm tone of voice and turning off cell phones. We would like to remind you that food and beverages are prohibited and access is not allowed for your furry pets.



ALCOHOLIC BEVERAGES

We recommend that you do not consume alcoholic beverages during or immediately after treatments.

CANCELLATIONS

Cancellations or reservation time changes must be communicated within 8.00 pm the day before the treatment. Treatments cancelled after or “no shows” will be charged in full.

CLOTHING

We suggest that you arrive to the wellness area wearing a bathing suit, a robe and the slippers available in your room. If necessary, we will be happy to provide you with them. During a treatment, we recommend wearing the disposable underwear provided by our staff. Our professional therapists guarantee maximum comfort by covering the areas of the body that are not part of the aesthetic treatment.

CHOICE OF TREATMENT

If you would like assistance in the choice of treatment, please contact the staff directly by dialing 525 from your room. We recommend that you reserve your chosen treatment in advance.

DURING THE TREATMENT

Our priority is to satisfy your needs and expectations. Please inform the therapist if you ever feel uncomfortable during treatment (i.e. pressure of massage, music, temperature, etc.). The wellness area personnel will immediately see to resolving the problem to guarantee your maximum comfort.



HEALTH CONCERNS

When you make your reservation for treatment, please inform our staff of any health problems, particular health conditions, or if you are pregnant. Some treatments may be advised against or inappropriate.

MAXIMUM BENEFIT FROM THE CHOSEN TREATMENT

We suggest that you arrive 20/25 minutes before your appointment in order to spend 10 minutes in the sauna to relax your muscles, followed by an aromatic cold shower and 10 minutes in the relaxation area.

MINIMUM AGE

Guests under the age of 18 must be accompanied. Children are welcome for facial, hands and feet treatment, but under the age of 12 they are not allowed access to the wellness area and gym.

PERSONAL VALUABLES

We recommend that you leave your valuables in the safe in your room or in the additional safes available at the Reception. The Management assumes no responsibility in case of loss or theft of personal belongings within the wellness area.

SHAVING / WAXING

Shaving or any kind of hair removal is not recommended before any treatment. It is, however, recommended that male guests shave before a facial treatment at least two hours before the appointment time.



GIFT CARDS

A wonderful gift for every occasion. Please contact the Spa for purchase. Vouchers are neither refundable nor transferable and may not be converted into currency. Please dial 525 from your room for more information.

PAYMENT

Major credit cards and cash are accepted. Hotel Guests can charge treatments to the room.