

## FIT LIFE SPA & HEALTH CENTER FREQUENTLY ASKED QUESTIONS

You can find our compilation of the answers to the questions of our guests visiting Fit Life SPA and Health Center below. Contact us to learn more about our services for improving guest experience at the SPA center.

Have a pleasant rest...

- 1. Where is the SPA center located in the hotel, and at what hours does it operate?**  
Our hotel's SPA center is located on the lower floor of the lobby. You can reach the SPA center by taking the elevator to the floor **B1**. You can use the sauna, steam room, Turkish bath, indoor swimming pool, and fitness areas of Fit Life SPA & Health Center between 07:00 and 22:00. Our massage service is available between 12:00 and 22:00.
- 2. Where can I get support while choosing care and therapy at the SPA center?**  
Our receptionist and other personnel at Fit Life SPA & Health Center will inform you about the visitors' favorite therapies and treatments and help you choose the care or treatment you need. You can visit our SPA center to learn about creating personalized care options.
- 3. Do I have to make an appointment before visiting the SPA center?**  
Fit Life SPA & Health Center may be busy at certain times of the day, depending on the demand from our guests. We recommend you make an appointment before your visit to avoid busy hours.
- 4. Do you suggest SPA care to people with special medical conditions?**  
If you have a special medical condition, we kindly ask you to inform our SPA Receptionists while making your reservation. You can inform our colleagues about physical conditions such as high blood pressure and allergies or special conditions such as pregnancy and ask for support in choosing the most suitable therapies for you. If you have any other concerns about therapies, you can ask us about them at any time.

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## 5. How long before the appointment hour should I get to the SPA center?

Considering the preparation processes before therapies and treatments in our SPA center, we suggest that you get to the center at least twenty minutes before the reservation hour. We recommend that you get to the center at least half an hour in advance if you are planning to use the sauna and steam room.

## 6. What should I bring with me for the SPA treatments?

We provide disposable underwear in the treatment rooms in our SPA center. Furthermore, it is mandatory to wear swimming clothes such as swimsuits, shorts, or bikinis for treatments in the sauna, steam room, and Turkish bath. Additionally, we recommend using slippers in wet areas. We require swimming caps in the indoor pool, and we suggest you bring those items with you.

## 7. Is the SPA a comfortable experience?

At Fit Life SPA & Health Center, we try to predict your needs based on our experience, but we know that SPA treatments are quite personal experiences. If you have suggestions for personal comfort and convenience, you can tell them to your therapist during the massage session.

## 8. What measures do you take to protect privacy?

Privacy is one of the principal focus areas at Fit Life SPA & Health Center. Our therapists protect your privacy during the treatments. For example, your therapist leaves you alone as you change your clothes, and body parts and private parts not treated are covered with a towel throughout the treatment. We ask our female guests if they would like to include the breast section in the full body care treatments. If you have specific concerns about these issues, please tell them to our therapists before treatment.

## 9. Where can I keep my valuable belongings and jewelry during treatments?

At Elite World Hotels & Resorts, we take measures to protect your valuable belongings. If you are staying at our hotel, we recommend that you keep your valuables in the safe in your room. Alternatively, you can request that your belongings be locked in an envelope in the safe at the SPA reception.

## 10. Is there an age restriction for the SPA center?

Guests under 16 may only enter the SPA center when accompanied by adults. However, they may not use the sauna or steam room. Guests between 16 and 18 can only get massage services with the permit of their parents. Additionally, only guests over 12 can use the SPA. Guests under 12 can only use the pool when accompanied by their parents.

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## **11. What happens if I am late for my appointment?**

If you are late, our therapists do their best to provide a complete and perfect service. However, we would like to remind you that if there is another appointment right after yours, we may need to shorten the duration of your treatment to avoid disruptions in the appointment of our next guest. Unfortunately, we cannot be flexible about this rule to make sure that our other guests can receive their appointed services on time. We kindly remind you that we will charge the full fee even if you are late since the relevant period has been reserved for you in advance.

## **12. What is your policy on canceling an appointment?**

You must contact us and tell us your request at least 4 hours before the appointment to cancel your appointment or make a new one. Otherwise, we will request the full fee for the planned treatment.

## **13. Do you have a tipping system in the SPA? Will I tip?**

Our SPA fees do not include tips. You may prefer to tip or not depending on your satisfaction with services.

## **14. How will I make payments for the SPA services?**

At Fit Life SPA & Health Center, we accept all commonly used credit cards and cash payments in Turkish Lira. If you are staying at our hotel, we can add the fees for SPA services to your room bill. We take all payments in Turkish Lira based on the Euro exchange rate.

## **15. What is your dress code for different areas, such as fitness, Turkish bath, sauna, and steam room?**

Visitors wear sneakers and sports clothes in fitness and aerobics centers. Guests must wear swimming clothes, such as swimsuits, shorts, and bikinis, for the treatment services in the sauna, steam room, and Turkish bath. Additionally, guests are required to wear slippers in wet areas. We only allow visitors with swimming caps in the indoor pool. If you do not have a swimming cap, you can buy one from our SPA center. You can enter the therapies and massage treatments in your swimsuit or underwear or using the disposable underwear in our rooms.

## **16. Are your fitness center, pool, Turkish bath, sauna, and steam room open for mixed use?**

Yes, we serve both male and female guests in mixed fitness centers, pools, saunas, and steam rooms.

**We kindly remind you that children are not allowed in adult pools (indoor or outdoor) with diapers on as it is not hygienic.**