



SPA ETIQUETTE & GUEST POLICIES THE AURA EXPERIENCE

Aura Spa is a space created for stillness, restoration and sensory escape. We invite you to slow down, disconnect from the outside world and fully immerse yourself in your experience.

To preserve the tranquillity of the spa, we kindly ask that mobile phones and electronic devices remain switched off or on silent. We ask that all guests be mindful of the peaceful atmosphere and privacy of those around them.

SPA FACILITIES

Our facilities are designed with your comfort, privacy and ease in mind. Separate bathroom and shower facilities are available for women and men.

Guests are kindly asked to respect the privacy and comfort of others when using the facilities. Pool facilities are not available for use as part of Aura Spa treatments or bookings.

Pensioners receive 10% off spa treatments. Children must be accompanied by an adult during treatments. Please note that Aura Spa is a cashless spa.

DRESS CODE

Come as you are and wear whatever allows you to feel completely comfortable and at ease.

ARRIVING FOR YOUR EXPERIENCE

We invite all guests to arrive 15 minutes before their scheduled treatment. This allows you a moment to settle in, complete any necessary consultation forms and prepare for your experience.

For nail appointments that include gel, soak-off or acrylic removal, please arrive at least 45 minutes before your scheduled nail treatment. The additional time allows our therapist to complete the removal properly before beginning your treatment.

Arriving late may reduce your treatment time, while the full treatment fee will still apply. As each experience is carefully scheduled, we are unable to extend treatments beyond their allocated time.

YOUR BELONGINGS

Your experience is about letting go. We therefore recommend leaving jewellery and unnecessary valuables at home.

Please keep your personal belongings, including mobile phones, safely stored in your bag. Aura Spa cannot accept responsibility for lost or damaged personal belongings.

RETAIL PRODUCTS

For hygiene and safety reasons, retail products purchased from Aura Spa are non-refundable and cannot be exchanged.

CANCELLATIONS & NO-SHOWS

We understand that plans can change. To allow us to offer your reserved time to another guest, we kindly require at least 24 hours' notice for cancellations or rescheduling.

Appointments cancelled with less than 24 hours' notice and no-show appointments will be subject to a 100% cancellation fee. Full payment may be required to secure your reservation. For hotel guests, applicable no-show charges may be processed directly to the guest's room. No refunds will be issued for no-show appointments.

YOUR WELLBEING

Every treatment at Aura Spa is designed to provide a beautiful and restorative experience. Before your treatment, please share any relevant information that may affect your comfort or suitability for the treatment.

Aura Spa reserves the right to decline or discontinue a treatment where we believe it may not be suitable or where a guest's behaviour compromises the safety, comfort or serenity of the spa environment. Treatments and use of the spa facilities are undertaken at the guest's own risk. Aura Spa cannot accept responsibility for adverse reactions, injury or loss except where such liability cannot lawfully be excluded.





TheraNAKA | BioMedical
EMPORIUM

OPERATING HOURS

Monday - Friday: 09H00 - 18h00
Saturday - Sunday: 08h00 - 17h00

CONTACT AURA SPA

Tel No: +27 (10) 109 0947
WhatsApp: 067 183 2446
Email: bookings@auraretreat.co.za
Website: www.auraretreat.co.za

RELAX • RESTORE • REJUVINATE