

How to Spa

Spa Operating Hours

Monday to Saturday from 9:00 a.m to 6:00 p.m.
Sundays - by appointment only.

Spa Reservations

Reservations can be made in person or by calling us on the following Telephone Nos. +254-20-445 3002/3 or Cell phone: +254-722-425 905 or +254-733-742 874

Spa Etiquette

The Spa environment is one of tranquility and relaxation. We kindly request you to switch off your mobile phone. Please be informed that the Spa is a non-smoking area.

Registration and Arrival

Please register at the Spa reception at least 15 minutes prior to your scheduled appointment. If it is the first visit at the Spa, we will require you to fill in a Consultation form. This will enable us to customize the treatment according to your needs.

Please note that late arrivals may not be honored and will be subject to time deduction.

Preparing for your Treatment

We advise you to shower off any oils or creams before your treatment to allow better absorption of the products applied. For men we recommend shaving before having a facial for maximum comfort and benefit.

What to wear

No special clothes are required for your Spa treatments. However you may wish to carry a swim suit for use in our steam room and hydro bath.

Gift Vouchers

Gift Vouchers are available for any Spa package at Aromatics Spa and make ideal presents. They are valid for 2 months from the date of purchase. After that the Gift Vouchers can be renewed for a further 2 months at an extra charge.

Cancellation Policy

A 50% charge will be made for treatments cancelled less than 6 hrs prior to your appointment. A 100% charge is applicable for no show.

Refund Policy

Please be informed that Aromatics Spa Treatment packages are non-refundable. The management reserves the right to amend the Spa menu and prices are subject to change without prior notice.