



TIRTA SPA

RESERVATION PROCEDURE AND TERMS AND CONDITIONS

The AGENT will make a booking reservation for spa treatment by WeChat, Whatsapp, Messenger, emails or phone calls, whichever is convenient for you. Once the booking schedule has been confirmed, The AGENT will send Tirta Spa an Order Voucher (OV) via WECHAT, WHATSAPP, email or Messenger and the OV should also be sent by email for both our record and reference.

CONFIRMATION VOUCHER

Once we received the Order Voucher (OV) and confirm the booking schedule for you via email, we shall email to you our Tirta Spa Confirmation Vouchers (CV) which will act as confirmation of reservations and which should be presented to Tirta Spa Receptionist upon your guest arrival at the Spa lobby.

SPA PROCEDURE

It is fully responsibility of The AGENT to inform their clients regarding TIRTA SPA terms and conditions below, including bringing children to the spa premises and the procedures below are as follows;

ARRIVAL TIME

Kindly be informed that guest should arrive at Tirta Spa at least 30 minutes before the scheduled appointment to check – in and to complete the health information form. This is very important for their well-being. Late arrival of guest may shorten the treatment time as we need to accommodate subsequent appointment in a timely manner.

e.g; if the client's treatment schedule is 10:00 am, inform them to arrive at 09:30



CHANGE OF SCHEDULE

Kindly be advised that once a booking has been made and an appointment has been confirmed, we can no longer offer the booking schedule that we have reserved for you to other clients. It is therefore with regret, that we have to inform you that once your appointment is confirmed, cancellation and/or a change of schedule is no longer possible as we have subsequent appointments scheduled.

CANCELLATION POLICY

Kindly be reminded that there will be no refund payable in the event that you cancel this reservation. Should the client simply fail to show up for their appointment, the booking will be forfeited.

ABOUT YOUR CLIENT'S CHILDREN

In order to maintain the calm and serenity which is such an important part of this holistic retreat, and not to disturb other clients having their spa treatment, we are unable to invite young children onto the spa premises, unless the children would have a spa treatment with you inside the villa and will avail our Chocolate Fondue Masks and Massage - (1 hour Php 3,000 per child). We respectfully ask guests to make arrangements accordingly.

If the children would not have a spa treatment, alternatively, parents may either bring their own maid or babysitter or, alternatively, we can provide some basic maid supervision or baby-sitting services at the spa for which we charge Php 200 per hour. Kindly be informed that their children are not permitted to stay inside the treatment villa, only at the lobby area or TV room.

The baby-sitting services is compulsory.



ABOUT IMPORTANT VALUABLES

There were some instances that the guests lost their valuables outside Tirta Spa premises. So in order to prevent the client from losing their valuables and/or blaming our staff for any loss or damage, kindly inform the guests NOT TO BRING ANY VALUABLES to their spa appointment.

Tirta Spa is not responsible for any loss of items, (jewelry, cell phones, passport or money) or damage to the client's property.

LOCATION

TIRTA SPA is located towards Tambisaan, after the SABONG arena, in front of BLTMPC

TIRTA SPA OPENING HOURS

9:00 am to 21:00 pm

TELEPHONE NUMBERS

Tel. Nos. +63 (0) 36 288 6841 * +63 (0) 36 288 6481

Mobile Nos. +63 (0) 920 918 4857 * 922 892 8696

Please email this agreement back to us upon received for reference with your signature on each side of the pages.

Lastly, I would like to take this opportunity to inform you that, TIRTA SPA BORACAY, is a multiple award-winner of "Best Day Spa in Asia and Asia Pacific" and a Prestigious 'HALL OF FAMER' on the World's Largest Travel website: TRIPADVISOR.

Now, turning 12, TIRTA SPA, Boracay has been proudly recognized once again for the 6th time and won, as one of the BEST LUXURY DAY SPA (Country Winner), BEST UNIQUE EXPERIENCE SPA (Regional Winner : Southern Asia) and BEST SPA MANAGER (Regional Winner : Southern Asia) at the prestigious 2018 World Luxury Spa Awards at Galgorm Hotel Northern Ireland.

I look forward to hearing from you and to developing a long-lasting business relationship between our companies.

With many thanks and kind regards,

Ms En Calvert

Tirta Spa Director /Founding Owner

Tels: (036) 288 6841 / 288 6481 / 0920 918 4857 * Personal Mobile: 0917 551 6262

