

Spa Guidelines



SCHEDULING AN APPOINTMENT

We recommend booking in advance to ensure that your preferred time and service are available. To schedule an appointment for your preferred treatment, please contact our LUANA SPA team who will guide you to the most suitable choice for you. All spa appointments and packages are subject to availability.

SPA ETIQUETTE

A spa is where we seek tranquility, peace, and serenity. Kindly silence your mobile phones and other electrical equipment once you arrive at the spa and respect other guests' right to privacy. The spa team reserves the right to ask you to stop using any such devices while in the spa.

ARRIVAL TIME

We recommend that you arrive at our spa reception 15 minutes prior to your scheduled treatment. This will allow us to discuss your requirement and fill in your consultation for and/or health questionnaire. Please be advised that late arrivals will result in the reduction of Treatment Time, but with no changes in the standard price.



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SPA ATTIRE

The changing facility is available inside the treatment room. Bathrobes and/or slippers and/or disposables can be provided for added comfort.

PRICES

All prices are quoted in Philippine Peso (Php) and are subject to change at any time.

HEALTH CONDITIONS

Kindly advise us of any health conditions, allergies, or injuries that could affect your selected treatment when making your spa reservation. This will allow us to assist you in choosing the best experience for you and prepare any adjustments needed to a treatment room or room set up.

GIFT VOUCHERS

Give someone the gift of time that will be well spent. Luana Spa has vouchers available for a specific experience. You may contact the spa team for details.

Vouchers are valid for one (1) year from purchase.

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VALUABLES

Luana Spa is not responsible for any loss of valuables at any time on the spa premises. We advise that you leave valuables in your room.

LOST PROPERTY

Any valuables left behind and found by our staff shall be handed over to our management right away, which you can claim at the soonest possible time. We have no liability for such items.

Spa Luana Contact Info:

We are delighted to extend a direct contact number for spa packages or promotions.

Should you need further assistance, please call at
+63.917.830.0363 / +63.998.855.2837 / +63.72.607.1040 /
+63.72.607.1041 / +63.72.607.1038
or email us at info@kahunaresort.com.

