



COUNTRY CLUB & SPA  
FRANKFURT

SPA &  
WELLNESS

# Etiquette

*The following section contains our spa etiquette, designed to ensure you enjoy a pleasant stay during your personalised workout and relaxation programme.*

## **CANCELLATIONS**

Please inform us at least 24 hours in advance if you wish to change or cancel your appointment time. If you do not inform us in advance, you will be invoiced for 50% of the treatment price.

## **CHILDREN**

Children under the age of 16 may enter the spa only if accompanied by an adult. The following minimum ages apply to the different spa areas:  
Fitness area: 16 years of age. Sauna: 18 years of age.  
Swimming pool: 5 years of age, accompanied by an adult.

## **DIRECTIONS**

Please arrive at least 15 minutes before your appointment at the Country Club & Spa Frankfurt. If you will be late, please remember that your treatment time may need to be reduced accordingly. You will still be charged the full treatment price. All members on your membership card must be present and must report to the spa reception before using the facilities. Our key cards for lockers are handed out each time you visit our facility; dedicated lockers are not available.

## **DRESS CODE & HYGIENE**

Robes, bath slippers and towels are available free of charge at the Country Club & Spa, as is a locker for your clothing and valuables. A warm and refreshing shower before your treatment will not only relax your body but will also remove small skin flakes and prepare your skin optimally for skin care products. The sauna area is the only clothing-free zone. Please note that no animals may be taken into the Country Club & Spa or associated facilities.

## **EATING & DRINKING**

Please avoid beginning your treatment hungry or directly after eating. Avoid heavy meals at least an hour before treatment. Drink plenty of water before exertion and before visiting the sauna. We offer a diverse selection of light, vitalising spa dishes in our restaurants and lounges. We ask for your understanding that eating in any of the wet and relaxation areas is prohibited. Bringing food and drinks into the facility is prohibited.

## **HEALTH STATUS**

For the best possible treatment results, we request that you inform us in advance of your health status. Please share important information such as allergies with us, and inform us if you are pregnant.

## **NOISE LEVEL**

Please keep the noise level to a minimum during your stay in the Country Club & Spa, so that we can offer space and tranquillity to all of our guests. Please note that using mobile phones is strictly prohibited in the entire facility.

**PAYMENT OPTIONS**

At the Country Club & Spa Frankfurt, we accept all major credit cards. Hotel guests have the option of charging their treatments and products to their hotel bill.

Treatments costing more than EUR 95 will entitle the guest to free admission to our Country Club & Spa.

Less expensive treatment prices will incur a surcharge of EUR 40.

**RESERVATIONS**

We look forward to receiving your reservation by telephone on +49 69 389 88 696 or by e-mail at [resort.frankfurt@kempinski.com](mailto:resort.frankfurt@kempinski.com)

**REST**

Treat yourself to a period of rest after your treatment. Do not rush. Drink a glass of refreshing water or soothing tea.

**SAFETY**

If requested by management or if the fire alarm sounds, guests must exit the spa through the designated escape routes.

Please be informed that we accept no liability for any lost valuables. We are happy to accept these for you at our hotel reception during your stay, where they can be stored in our hotel safe.

**SMOKING**

Please note that smoking is strictly forbidden anywhere in the entire Country Club & Spa, including patios. A separate section of our sunbathing area is available for this purpose.

**SUN**

We recommend avoiding direct sunlight after your treatment. Especially following a body peeling treatment, we recommend that you wait at least 12 hours before sunbathing.

**TREATMENT**

During treatment, our full attention is focused on your well-being. Please let our therapists know at all times what you would like during your treatment whether you would like them to vary pressure, etc. even if they have asked you before. During your treatment, you will always be covered with a towel so as to protect your privacy. We will also offer you a disposable undergarment for your treatment.

Further information about our Country Club & Spa Frankfurt, the broad and diverse range of services we offer, our concept and our philosophy is available on our website [kempinski.com/gravenbruch](http://kempinski.com/gravenbruch).

**COUNTRY CLUB & SPA FRANKFURT**

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Kempinski Hotel  
Frankfurt

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GRAVENBRUCH



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