Okura Spa Treatment Terms & Conditions

To ensure that all guests may enjoy a safe, comfortable, and relaxing experience at our Spa, we kindly ask for your cooperation in observing the following terms and conditions.
We sincerely appreciate your understanding and cooperation in helping us maintain a peaceful and welcoming environment where all guests can relax and unwind in comfort.

1. Use of the Spa

Use of Spa Treatment services is restricted to guests 16 years of age or older.

2. Reservations and Cancellations

All treatments require advance reservations. Please advise us of your preferred date, time, and treatment when booking.

Changes or cancellations must be made by 6:00 p.m. on the day before your appointment.

Changes or cancellations made after this deadline will be subject to a cancellation fee of 100% of the reserved treatment price in accordance with the Spa's cancellation policy.

Certain treatments may be subject to different deadlines. Please confirm the applicable terms when booking.

3. Arrival Time

To ensure a more comfortable Spa Treatment experience, we recommend that guests who wish to use the bathing facilities arrive approximately one hour prior to their scheduled appointment. Our facilities feature a range of bathing and relaxation areas, including a carbonated bath, steam room, dry sauna, and relaxation area where light refreshments, such as herbal tea, are available.

Guests who do not wish to use the bathing facilities are also kindly requested to arrive at the Spa Reception Desk approximately 20 minutes prior to their scheduled appointment to allow sufficient time for consultation and changing. Please note that the treatment time cannot be extended in the event that you arrive late. The full treatment price will still be charged.

If you have not arrived within 20 minutes of your scheduled appointment time and have not contacted the Spa, your reservation will be treated as a no-show cancellation, and a cancellation fee of 100% of the reserved treatment price will be charged.

4. Valuables

Guests are requested to take responsibility for the safekeeping of their cash, credit cards, jewelry, and other valuables, and are asked to store their valuables, including cash and credit cards, in the security lockers provided at the Reception Desk. The Spa shall not be liable for any

loss or theft of valuables except where such loss or theft is caused by willful misconduct or negligence on the part of the Spa.

5. Consultation and Health Conditions

To ensure that treatments are provided safely and appropriately, guests are asked to complete a consultation form upon arrival or prior to their treatment.

Guests must inform a staff member in advance of any medical conditions, relevant medical history, ongoing medical treatment, medications, allergies, skin conditions, injuries, post-operative conditions, pregnancy or the possibility of pregnancy, breastfeeding, or any other circumstances that may affect their treatment. Guests must also inform a staff member of any changes in their health or other relevant conditions since their previous visit.

Based on the information provided, the Spa may modify or partially discontinue a treatment, or decline to provide it, if the Spa determines that it cannot be performed safely.

6. Health and Physical Condition

Guests are requested to check their physical condition before receiving a treatment. Guests experiencing a fever, an illness, symptoms of an infectious disease, or other health concerns should refrain from receiving treatments.

If guests feel unwell or experience any pain, dizziness, nausea, or other discomfort during a treatment, they must notify a staff member immediately.

7. Guests Who Are Pregnant

Guests who are pregnant or may be pregnant must inform the Spa at the time of their reservation. For the safety of our guests, treatments are not available to guests who are pregnant. Your understanding would be appreciated.

8. Use of the Spa After Consuming Alcohol

For safety reasons, please refrain from consuming alcohol before a treatment. The Spa may decline to provide treatment to guests who appear to be under the influence of alcohol.

9. Allergies and Products Used in Treatments

Guests must inform a staff member in advance of any allergies or sensitivities to cosmetics, oils, essential oils, or other products used in treatments. Depending on the guest's physical condition, allergies, skin condition, or other health-related circumstances, the Spa may modify the products used or the treatment provided.

10. Circumstances in Which Treatments May Be Declined

The Spa may decline to provide treatments for reasons of safety, hygiene, or the proper

operation of the facility under any of the following circumstances:

- Guests are experiencing an illness, a fever, symptoms of an infectious disease, or other health concerns.
- Guests are deemed unsuitable for receiving treatment due to alcohol consumption or other factors.
- Guests have been advised by a physician or other medical professional to refrain from receiving treatments.
- Guests have a health condition, medical history, injury, skin condition, or other circumstances that make treatment inappropriate.
- Guests have allergies to any products or other substances used in treatments.

11. During a Treatment

Guests are requested to follow the guidance and instructions of the staff member during their treatment. To ensure a safe and comfortable experience, guests are encouraged to remain as relaxed as possible during their treatment. Please feel free to inform your therapist of any preferences regarding pressure, positioning, room temperature, bed temperature, or other aspects of your treatment.

Note, however, that certain requests may not be accommodated for safety reasons, and that the way a treatment is experienced and the results perceived may vary from person to person. Additionally, Spa Treatments are not intended to constitute medical treatment, therapy, or a diagnosis.

12. Attire and Accessories

Spa gowns, shorts, and other garments are provided for use during treatments. Please follow the instructions of the staff member regarding the attire to be worn during your treatment.

Please remove jewelry, watches, and other accessories before your treatment.

13. Mobile Phones and Electronic Devices

Guests are requested to turn off their mobile phones and other electronic devices, or set them to silent mode, while in treatment rooms. Phone calls, photography, and the recording of video or audio in treatment rooms are prohibited.

To respect the privacy of others, please refrain from taking photographs or recording videos that include other guests, or from photographing or recording videos of other guests or staff without their consent.

14. Food and Beverages

Please refrain from bringing food or beverages into treatment rooms.

15. After a Treatment

Following a treatment, guests may temporarily experience fatigue, drowsiness, perspiration, or other physical changes. Those who notice any changes in their physical condition or experience any unusual symptoms should notify a staff member promptly.

16. Harassment and Inappropriate Behavior

To ensure a safe and comfortable environment for all guests, please refrain from the following behavior toward staff as well as any conduct that constitutes customer harassment as defined in the Hotel's Customer Harassment Policy:

- Verbal abuse, threats, intimidation, or other aggressive language or behavior.
- Demands for excessive services.
- Coercion or other conduct that places an excessive burden on staff.
- Remarks or conduct constituting sexual harassment.
- Any behavior that causes discomfort or inconvenience to other guests or staff.
- Any other behavior that interferes with the operation of the Spa.

If any of the above occurs, or if the Spa or its staff determines that the facility cannot be operated safely or services cannot be provided safely, the Spa may discontinue or refuse to provide services.

17. Handling of Personal Information

Personal information collected by the Spa, including information regarding guests' health conditions provided on consultation forms, will be used only to manage reservations, assess whether treatments can be provided safely, contact guests, and perform other actions as necessary.

Such information will be handled appropriately in accordance with the Hotel's Privacy Policy.

18. Other

Matters not covered by these Terms & Conditions shall be governed by the rules and policies established by the Hotel. These Terms & Conditions may be amended as necessary in response to changes in applicable laws and regulations, the status of operation of the Spa, or other circumstances. Unless otherwise specified by the Spa, any amendments shall take effect upon their publication on the Hotel's website or other designated channels.

We sincerely appreciate your understanding and cooperation in helping us provide a safe, comfortable, and relaxing experience for all guests at the Spa.

Revised October 1, 2026