Lešić Dimitri
★ ★ ★ ★ ★

LD SPA ETIQUETTE

OPENING HOURS
Daily 9:00am to 9:00pm (last treatment ending at 9:00pm)
Please note that spa hours may vary in the early and late season

RESERVATIONS
Hotel guests can dial 12 from their room telephone. From outside guests, please email spa@ldpalace.com or call +385 20 715 560. A credit card is required at the time of booking.

ARRIVAL
First time guests are requested to check in with spa receptionist at least 10 minutes prior to your appointment to allow time to fill out a Health assessment. This form will provide information that will enable your Therapist to give you the most appropriate and effective service. Please note that treatments must end on time, regardless of their start time.

LATE ARRIVAL
Please be aware that your late arrival may determine the length of your treatment. Your treatment will end on time so the next guest is not delayed. We appreciate your understanding and cooperation. If you arrive late, we will not be able to complete the full service, and treatment fees cannot be prorated.

CANCELLATIONS
To avoid a cancellation fee, if you have booked a treatment and need to cancel or make any changes to your reservation, you must notify us at least 24 hours in advance by calling +385 20 715 560, otherwise 50 percent of the treatment price will be charged. No show will incur a 100 percent of the treatment price charge.

DURING YOUR STAY
For the relaxation and tranquillity of all spa guests, we kindly request you to “unplug” during your visit by turning off all mobile phones. Our spa is a sanctuary of peace and harmony, so please be aware of the volume of your voice so as not to disturb other guests.

AFTER YOUR TREATMENT
We recommend that you do not sunbathe after any massage or body treatment for at least six hours.

PAYMENT
For hotel guests, all treatments can be charged to your room. Otherwise, major credit cards or cash are accepted at the spa reception.

GRATUITIES
Tipping is not included, and it is discretionary. The suggested amount is 15 to 20 percent of the value of the service. Gratuities are payable in cash or credit card. If in cash, you may tip the therapist directly or small envelopes are available at reception at checkout.