

## Sparkling Hill Resort Frequently Asked Questions About KurSpa:

- **Can I visit KurSpa if I am not a guest of Sparkling Hill Resort?**  
KurSpa is not a Day Spa, only our overnight guests have access to KurSpa. The only exception is the Cryo Cold Chamber treatment.
- **How far in advance should I book treatment appointment(s) at KurSpa?**  
We recommend making spa appointments at least 4-6 weeks in advance. Please note that long weekends and holidays are peak service times, and may require further advance notice.
- **Can I have spa treatments if I am pregnant or have a medical condition? Can I still use the KurSpa steam rooms and saunas?**  
Yes please let us know at the time of booking as it is our pleasure to recommend the treatment best suited to your health and wellbeing. The Steam and Sauna amenities are not recommended to pregnant Guests as sudden temperature changes can result in pregnancy complications. Please consult your doctor for prior to arriving.
- **Why do I need to provide personal health information before having a spa treatment?**  
To ensure a safe and relaxing treatment experience, we require that you complete a client health information form upon check-in. If you have certain medical conditions or are pregnant; certain treatment services may have to be modified, or may not be appropriate. Please note all service times include consultation and/or assessment procedures.
- **Can I request a specific practitioner for my treatments?**  
It is important to let us know when you are making your reservation if you have a gender preference for your practitioner, or if you have any specific needs or requests.
- **What should I wear for my treatment?**  
Different treatment types involve different levels of undress. It is safest to arrive in your spa robe and slippers and under garments, to your comfort level. Your spa practitioner will explain the level of undress recommended for the treatment you have booked. All practitioners are trained in professional draping techniques, and you will be covered appropriately at all times. We are able to provide treatment adjustments to respect your comfort level when undressing.
- **Are massage treatments reimbursable through my private health insurance?**  
Massages are provided by trained spa professionals, not registered massage therapists. We do not provide receipts for private insurances.
- **Should I provide a gratuity for my treatment?**  
Gratuities are left at the discretion of our guests, they are not expected but they are appreciated.