



## **Your Divine Wellness Guide**

**Dear Esteemed Guest,**

Welcome to Myrah-Mumbai's Luxury Day Lounge Spa.

### **This is a Guide to your journey of Divine Wellness at Myrah**

You are Royalty and so whether it is pampering or slimming, de-stressing or relaxation, every facet of wellness is catered to here, to help you achieve '**Your Royal Aura of Divine Wellness**' and hence at Myrah each spa service you have- becomes your "Royal Aura" experience!

We treat you as the Royalty that you are and deserve to be;and for which we have prepared this guide.

#### **Policy**

##### **Arriving at Myrah**

We recommend you arrive at least 15 minutes prior to your scheduled appointment, so that you can comfortably begin your journey of Divine Wellness in Myrah. If you are driving, our valet is always present for you to leave the car with and not worry about parking.

On your arrival, you will be greeted with our signature spa drink while you fill in your consultation form and choose your spa service, in consultation with our spa reception.

##### **Running Late**

In the event that you are running late, we will endeavor to conduct your full treatment. However, please note that the treatment may need to be shortened a little if there is another guest immediately after you.

##### **Cancellation**

Kindly respect the fact we are operating a very luxurious and busy day spa.

As your treatment requires facilities to be reserved we require a minimum of 6 hours notice if you are unable to keep your appointment.

If you have an appointment in the morning then please cancel it the previous evening.

No shows or appointments cancelled within 6 hours will compel us to list you in our Low Priority list and getting any appointment another time would be a problem



**On Weekends Credit card details are required at the time of booking to guarantee your appointment. You are advised that 50% of the service cost will be incurred if less than 24 hrs notices is given.**

**The same rule applies to booking of all our journeys at any time.**

### **Rights of Admission reserved**

Myrah reserves the right to decline, administer and /or discontinue any service and also reserves the right of admission into the spa.

Myrah as a spa is a place of divine energy, where everyone, especially your therapist works not just on your body but also on your subtle auras.

Any Guest who commits any offence on the Spa premises and acts in any manner that is offensive or abusive to the staff will be asked to leave.

No sexual connotation to our staff will be tolerated and a strict action will be taken.

We strictly do not permit and condone any sexual activities in the Spa Premises.

Please refrain.

### **You ask and we answer.**

#### **How long will it take?**

Spa menus generally indicate the treatment time. And the minimum time is always 30 minutes for any massage therapy. If you are a new guest, arrive 15 minutes prior to your appointment to allow enough time to complete the Myrah consultation form, familiarize yourself with the spa ambience, and relax with the Myrah welcome drink.

Allowing the time to relax and not worry about time is all part of the spa experience.

The Myrah lounge is made for the guest to relax in after the treatment, so please soak in, kick back and chill.

#### **How do I Prepare for my “Royal Aura” Spa experience at Myrah.**

Just present yourself 15minutes before your treatment time to optimize your spa experience and leave the rest to us.

We suggest you avoid direct exposure to the sun immediately before and after spa treatments, as tanning makes the skin more sensitive.

As most spa services are good for detoxification please drink lots of water after your spa service.

If you wearing contact lens, pls remove them prior to a facial treatment.

#### **What should I wear?**

We respect your privacy and throughout the treatment you will be draped with soft muslin sheets, covering all parts of the body not being worked on.

You are also given disposable underpants.



### **Will my valuables be safe?**

Mobile phones, watches and other valuables can be stored in your therapy room in the locker provided to you. But we at Myrah encourage you to leave the material things at home/work for complete peace of mind. Spa environments are designed to create a stress reducing, tranquil experience. If you do bring your phone, please turn it off before entering Myrah so you can truly switch off and enjoy your time out.

### **Can I eat and drink before my “Royal Aura experience”?**

We suggest you avoid a heavy meal a couple of hours before or after a spa treatment. If you are with us for a half or full day package, we will serve you a delectable spa cuisine specially made for MYRAH from the kitchens of a gourmet restaurant.

We strongly recommend against intake of Alcohol before or immediately after a spa treatment.

For most spa treatments one has to lie down, so it’s a good idea to not arrive with a full stomach. Drinking plenty of non-alcoholic fluids such as water, herbal teas before and after your treatment is important, especially if going for steam and sauna or heat therapies. This flushes the body of toxins and also helps to quickly re-hydrate.

### **Should I shave before a treatment? (Male guests)**

Shaving is not recommended prior to most treatments. Facials however will be more effective if you shave atleast a couple of hours in advance, rather than just before your treatment.

### **Do you have steam facilities and how does it benefit my spa service?**

Most Myrah body spa sessions start with a steam as it is proven to be an excellent primer for most spa body treatments.

All our spa suites have a steam and shower room.

The steam room aids in detoxification by creating artificial fever. It speeds up circulation and body cell metabolism thereby causing toxic wastes to be expelled through the skin.

The moist heat **stimulates the subcutaneous blood flow and cleanses the skin** intensively, opening the pores, removing dead skin and impurities and leaving the skin feeling soft, clean and healthy. It will also aid in the penetration of all our therapeutic spa products.

5 minutes is most effective and we suggest you follow this with a cold shower.



### **What skin care products will you use in my “Royal Aura Experience”?**

At Myrah we believe in Conscious Beauty, which means being aware of what ingredients you expose your skin to.

We first conduct a detailed skin analysis and use our signature therapeutic skin range to meet your specific skin needs.

We have also created a signature blend of oils for all our massages.

### **Are there any side effects to any treatments?**

If you have any skin allergies, sensitive areas or injuries, tell the spa reception when booking your treatment. Our Myrah team will help and guide you in the best possible way to minimize your discomfort. You may also feel sleepy or de-hydrated after a therapy, so try and avoid anything too energetic, mentally or physically immediately after.

Be sure to keep yourself fresh and cool with plenty of liquid intakes.

The Myrah Lounge is the perfect place for you to relax after your treatment with our special blend of herbal teas and our health chocolate.

### **How do I pay for my treatment and is it necessary to tip the spa therapist or any staff?**

At Myrah, one can pay by cash or by credit/debit cards of all types with an exception of American Express. Every spa service is charged along with taxes and this should be taken into account while booking your treatment. While it is not a rule to tip anyone at the spa, but yes it is entirely your prerogative. The Myrah team is genuinely concerned for your well being without any expectations.

### **Speak Up!**

**Everyone is unique and different! Although we do our best to anticipate your needs, please let our team know if there is any way that they can improve your treatment or comfort, for example: Heavier or lighter massage pressure, an extra sheet, different music, lower lights etc!**

*We welcome you to the Myrah Spa experience and trust that you will enjoy this journey within.*