



NATUR'EAU SPA & CHALETS

REOPENING GUIDE

The Spa Natur'Eau team is very happy to welcome you again!
Your health and well-being have always been at the heart of our priorities, so in order to offer you an exceptional and safe relaxation experience, we are committed to respecting all necessary sanitary measures.
To be prepared for your next visit, please take note of the following guidelines.

AVAILABLE SERVICES

- Nordic baths
 - o at 50% capacity until March 14
 - o vaccination passport mandatory
 - o mask advised (see also chapter Mask)
- Finnish sauna and Turkish bath
 - o at 50% capacity until March 14
 - o vaccination passport mandatory
 - o mask advised (see also chapter Mask)
- Indoor relaxation areas
 - o at 50% capacity until March 14
 - o vaccination passport mandatory
 - o mask mandatory (see also chapter Mask)
- Massages
 - o at 100% capacity
 - o vaccination passport not required
 - o mask mandatory (see also chapter Mask)
- Treatments
 - o at 100% capacity
 - o vaccination passport not required
 - o mask mandatory (see also chapter Mask)

- The bistro
 - o at 50% capacity until March 14
 - o vaccination passport mandatory
- Accommodation
 - o at 100% capacity
 - o vaccination passport not required

BUSINESS HOURS

Sunday to Thursday, 10 a.m. to 6 p.m.

Friday and Saturday, 10 a.m. to 9 p.m.

RESERVATION

Our SPA, our Natur'Eau treatments and our accommodations are available by reservation only.

To plan your stay, contact us at 1 866 697-4864.

Depending on inscriptions and capacity, time slots might be created on busy weekend days.

ARRIVAL AT THE SPA

As soon as you arrive, a member of the team will welcome you and ensure that you have all the necessary information for your moment of relaxation. Your vaccination passport and your identity card will be checked at the same time.

CHECKUP

At the time of treatment, the therapists will ask you a few questions in order to complete the health questionnaire with you.

NATUR'EAU TREATMENTS

We ask that you arrive at least 15 minutes before the scheduled time of your treatment. After being welcomed and informed, we will invite you to wait in the waiting room until the therapist invites you to go to the treatment room.

HAND WASHING

A stop at the hand washing stations will be mandatory upon your arrival and on leaving, as well as before and after your treatment.

DISINFECTION

All surfaces and relaxation areas are disinfected frequently, between each block of visits as well as after each client who has visited the treatment room.

MASK

Wearing a mask is mandatory when walking indoors, in places such as the reception, shop, locker rooms and indoor relaxation areas. Do bring your own mask, but you may purchase one on site at a cost of \$1.

For Natur'Eau treatments, a surgical mask is required and will be provided to you upon your arrival in the treatment room. We strongly suggest that you wear it for the entire duration of the treatment, except for facial treatments.

SOCIAL DISTANCING

In order to ensure the safety of all staff and our customers, social distancing of 1 meter must be respected at all times. The only exception is for our treatment rooms, where additional measures have been put in place to guarantee a safe experience.

PAYMENT METHOD

We encourage contactless payment methods by card (debit or credit) or gift certificate. Cash is however accepted, especially if you wish to tip your therapist.

We are committed to respecting all health recommendations and ensuring your safety.
This is why the above guidelines are regularly updated.
Thank you for your understanding.

We look forward to seeing you at Spa Natur'Eau!