

# Terms and conditions

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## RESERVATIONS

We encourage our guests to schedule their appointments in advance. Appointments can be scheduled by calling the Spa reception desk at +91 33 40371234 from the handset or Service Express from the hotel intercom. For the optimal Heavenly Spa experience we recommend that you arrive at least 30 minutes before the scheduled appointment time so that you may relax and take a shower before the treatment.

## CANCELLATION POLICY

We require 24 hours' notice for changes and cancellation. In case of cancellation within 4 hours of the appointment, we would charge 50% of the price of the treatment booked. Please keep in mind that arriving late for a service may require us to shorten the length of the treatment, with full charges applied, to avoid inconvenience to other guests.

## TIPS TO RECEIVE THE FULL BENEFITS OF HEAVENLY SPA BY WESTIN

### TAKE TIME

Give yourself plenty of time so you can enjoy the steam, sauna or Jacuzzi prior to your services. This will relax and warm the muscles, which will aid in the therapeutic benefits of all our treatment and services. Shower : A quick shower just before your massage treatment is relaxing and washes off any salts, minerals or chemicals that could clog pores when mixed with oils or other treatment products.

## TREATMENT ATTIRE

Guests will be provided with disposable undergarments. You are required to wear this for your comfort throughout the services. Our therapists will always use draping techniques to respect your privacy. At no time during the treatment will you be exposed.

## COMMUNICATE

Prior to the start of your service, tell your therapist the areas you would like to focus on, and any areas to be avoided. During your service, let the therapist know if you feel any discomfort. Communication is the key to getting what you want out of your Heavenly Spa by Westin experience. Keep in mind that all bodywork is similar to exercise in which, lactic acid and other toxins are released from the muscles.

## LET GO

Close your eyes and allow your mind to be free. Breathe deeply and let the tension slip away with each breath. Remember this time is for you.

## THE WESTIN KOLKATA RAJARHAT

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A top-down photograph of spa ingredients on a light-colored surface. It includes a small wooden bowl filled with white bath salts, a white ceramic bowl containing a golden-yellow oil, a sprig of lavender, and several long, thin green leaves. The background is a light grey textured cloth.

# Awaken Your Senses

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# Massages

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## HEAVENLY SPA SIGNATURE MASSAGE

A heated compress combined with the heating power of white tea and aloe oil to relieve aches and pain before a Swedish massage leaves you feeling physically rested and mentally uplifted.

(60 minutes or 90 minutes)

## RELAX

Based on the classic Swedish techniques, this treatment applies a light pressure technique for leaving you feeling calm and relaxed.

(60 minutes or 90 minutes)

## JET LAG RELIEVER

Relax yourself after a long tiring journey, with the jet leg reliever massage. The treatment begins with a firm full body massage and allows us to concentrate on your areas of concerns to relieve any stiffness of muscles aches that may have emerged during your flight.

(60 minutes or 90 minutes)

## RESTORE

This massage works on taut muscles and tissues that is helpful for stress, bad postures, excessive fitness training, prolonged computer work, and any other overuse of muscles that can cause muscle stiffness, back and neck pain and headaches.

(60 minutes or 90 minutes)

## HOT STONE MASSAGE

This is a massage that uses smooth heated Basalt Stones to melt away knots, tensions, and stress. The heat of the stone improves circulation leaving the muscle more relaxed.

(75 minutes)

## AROMATHERAPY MASSAGE

Aromatherapy uses essential oil in holistic treatments to improve health and emotional well-being and restores balance to the body.

(60 minutes or 90 minutes)

# Express Massage

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## QUICK STRESS RELIEVER

An express massage concentrates on back, neck and shoulder where our stress lies. It helps relax the muscles in these area thus providing relief from any aches that are present.

(45 Minutes)

## FOOT REFLEXOLOGY

This healing art of ancient origin stimulates predefined energy points on feet and relieves pain and stress.

(45 Minutes)

# Essential Care

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## HEAVENLY FEET

A relaxing massage for the feet is followed by a warm coating of paraffin wax to soothe and soften the skin.

(45 Minutes)

## HEAVENLY HANDS

A relaxing massage for the hands is followed by a warm coating of paraffin wax to soothe and soften the skin.

(45 Minutes)

# Package

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## LABONYA

Indulge in the complete beauty treatment as passed down traditionally by the Bengalis. The experience begins with a full body exfoliation using the “Ubtan”: a mixture made from turmeric, malai and herbs, followed by a 45 minutes massage with coconut oil having properties to heal and nourish the skin. The massage is followed by a face clean up and head massage.

(180 Minutes)

# Facials

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## EXPRESS FACIAL

An express cleansing for those on the go, but wants to treat the skin or have a quick glow on face. Includes basic cleansing, toning, exfoliation, mask and moisturizer.

(45 minutes)

## PURIFYING

Reveal your complexion, free of oiliness and clogged pores. Carefully selected marine extracting light textured, non greasy formulations unite to ensure a matte complexion.

(60 minutes)

## ANTI-AGING

An intense anti-aging facial treatment that corrects the signs of ageing and protects your skin against the damaging effects at time.

(75 minutes)

## BALANCE

An ideal facial for combination skin. It balances the PH level of your skin and gives you a glow, keeping it moisturized at the same time. Displaying skin wonderfully balanced and smooth appearance.

(60 minutes)

## HYDRATION

A deeply hydrated facial to transform dull, dehydrated and sluggish skin to life and vitality. The facial will leave skin looking soft, supple and deeply hydrated.

(75 minutes)

## OPTI FIRM EYE TREATMENT

Relax your tired eyes with ingredients that work to combat signs of sleep deprivation, aging and environmental damage. A combination of natural extracts, firming seaweed, and stimulating enzymes reduces wrinkles, puffiness and dark circles. Perfect for your eyes only.

(45 minutes)

## BIOLIGHT MIRACLE FACIAL

A multi-dimensional approach to skin brightening and even toning. Powerful anti-oxidants, natural botanicals and unique seaweed plants work to give skin a glowing, radiant complexion.

(45 minutes)

# Body treatment

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## BODY WRAP

A traditional exfoliating ritual for the body using sesame oil and rice bran oil.

(30 Minutes)

## RENEW

A body scrub exfoliates the skin, sloughing off dead skin cells and rubbing away hard and flaky skin, leaving it feeling soft and smooth. A must have before any massage.

(30 Minutes)