



oasia spa



odasia spa

Refresh. Refuel. Recharge.

Retreat into tranquillity and peace, and emerge transformed with balanced body, mind and spirit.

Within our healing space, holistic wellness experiences melt away the tensions of modern life, awakening your life-force.

Discover how our Swissline by Dermalab signature facial treatments, organic KOTOSHINA therapies, Oasia Signature treatments, and nourishing nutrition renew you inside and out.

We are also dedicated to equipping you with the knowledge of how to care for your own wellbeing. Join our educational and fun workshops led by established wellness practitioners and topic experts. These sessions are kept intimate for a more personalised experience.

When you leave our care, you will be energised to carry on your journey, wherever life may lead you.



Brands

We are committed to bringing you wellness in the most natural way possible. This is reflected in our purposeful selection of skin and body care products and treatments.

Our in-house brand, Oasia Signature focuses on giving the mind and body respite from the stresses of the modern world. Our three massage oils - Recharge, Rejuvenate, and Refresh are blended by a team of aromatherapists in Japan. Each uses a luxurious blend of 8 powerful ingredients like rice bran, jojoba and adley as a base, and are free of SLS, parabens, silicones and synthetic substances. Recharge uplifts with lemongrass, mandarin, hinoki and pepper, all of which boost circulation and release muscular tension. Rejuvenate restores the body and grounds you with its gender-neutral scents of cedar, clary sage and coriander seed. Refresh relaxes and calms with its soft floral scents of lavender and geranium.

Breaking further ground in spa solutions, we are the first hotel spa in Singapore to partner with Swissline by Dermalab, offering three luxurious facial treatments and a day retreat. Founded in 1989 in Switzerland, as a natural evolution to the developments in the medical and pharmaceutical fields at the time, Swissline's 360-degree collagen-based formulas, anti-inflammatory solutions and professional treatments do much more than treat visible concerns. They support the skin's structure and functions, nurturing a natural radiance from within. A deep understanding of skin biology and an overall commitment to health and wellbeing are at the heart of Swissline's product development.

In addition, we are the first spa in South East Asia and Oceania to partner with leading organic skincare expert KOTOSHINA Organic Spa from Japan. In Japanese, 'koto' means 'ancient capital' and 'shina' means 'articles' or 'dignity'. As its name suggests, KOTOSHINA was established in 2012 by tapping into the rich histories of both Japan and France. It harnesses the power of green tea harvested from Uji Kyoto and French spa water tapped from Gamarde Les Bains. Keeping to high quality organic standards, KOTOSHINA is certified by Qualité France and has a Cosmébio label. Rest assured your skin will be nourished with nature's best.

Finally, as you depart our resort and wish to continue using our organic Biology toiletries back home, bring your own bottle or purchase a recyclable bottle at our Biology refill station.

swiss line

BY D E R M A L A B 



KOTOSHINA

Biology
SMART SKINCARE.



Spa Journeys

Experience a collection of all-rounded treatments to relieve tension in your body and mind and revitalise your skin from inside out. Your well-deserved ritual to nourish the body and soul.

HEALING JOURNEY

120 minutes | \$260

This soothing KOTOSHINA therapy relaxes you through aromatherapy. First, your skin is gently polished and intensely hydrated using a bamboo scrub with micro jojoba beads. Then, luxurious KOTOSHINA tea seed massage oil with a delicate green tea scent is massaged into your body to relieve stress and tension and finally ending with a soothing scalp massage.

- 🌿 Foot Bath
 - 🌿 30 minutes Body Scrub
 - 🌿 60 minutes Aromatic Body Massage
 - 🌿 30 minutes Scalp Massage
-

BAMBOO JOURNEY

120 minutes | \$260

KOTOSHINA bamboo scrub is used on your skin to remove dead skin and reveal radiant skin. This unique treatment also uses Kyoto bamboo as an effective tool for a whole body lymphatic massage.

- 🌿 Foot Bath
- 🌿 30 minutes Bamboo Scrub
- 🌿 90 minutes Detox Bamboo Massage

Spa Journeys

ELIXIR JOURNEY

120 minutes | \$290

This rejuvenating KOTOSHINA ritual revitalises both your face and your body. First, ease into complete relaxation with an aromatic body massage with tea seed oil that is packed with catechins and vitamin C, leaving your skin soft and silky. Then, restore your complexion with one of our anti-ageing, brightening or moisturising facials.

- 🌿 Foot Bath
 - 🌿 60 minutes Aromatic Body Massage
 - 🌿 60 minutes Facial of Your Choice
-

SWISS BLISS JOURNEY

120 minutes | \$300

Experience ultimate relaxation with a therapeutic massage designed to ease tension and rejuvenate your body. Enhance your glow with a Swiss Smart facial, a fully personalised treatment using Swissline by Dermalab's signature collection of Age Intelligence Boosters. Perfect for stressed skin, this facial offers an efficient way to help you look and feel your best instantly.

- 🌿 Foot Bath
- 🌿 60 minutes Body Massage of Your Choice
- 🌿 60 minutes Swiss Smart Facial

Day Retreats

Recharge your body and refresh your mind with these short escapes specially designed for the busy go-getter. Complete your retreat with a nutritious wellness meal to energise your body from within and enjoy exclusive access to our swimming pool and gym, ensuring holistic rejuvenation. Bookings must be made at least one day in advance.

OASIA SIGNATURE RETREAT

150 minutes | \$350

Start your retreat mindfully as you craft your own body scrub on the spot under the guidance of our Spa Therapists. Next, relax as your therapist uses it to perform a purifying body exfoliation, before soothing your tension away with a unique blend of Thai stretching and Japanese Shiatsu massage techniques using a massage oil selected through a sensory test. Conclude the escape deliciously with a nourishing meal.

- 🌿 15 minutes Crafting of Body Scrub
 - 🌿 30 minutes Dry Skin Brush and Body Exfoliation
 - 🌿 105 minutes Oasia Signature Massage
 - 🌿 Choice of **3-course Wellness Set Meal**
-

KOTOSHINA SIGNATURE RETREAT

150 minutes | \$380

Your revitalisation starts with as we soothe your tired feet. We shall follow that with a body scrub where jojoba beads and bamboo extract gently exfoliate and moisturise your skin. Next, let us knead away your stresses and restore your face's radiant glow before we massage your oft-neglected scalp. Finally, savour your sumptuous conclusion.

- 🌿 Foot Bath
- 🌿 30 minutes Jojoba and Bamboo Scrub
- 🌿 75 minutes Customised Massage
- 🌿 30 minutes Express Facial
- 🌿 15 minutes Scalp Massage with Gua Sha
- 🌿 Choice of **3-course Wellness Set Meal**

All prices are in Singapore Dollars, and are subject to 10% service charge and prevailing GST

Day Retreats

SWISSLINE SIGNATURE RETREAT

180 minutes | \$450

Indulge in the ultimate retreat experience starting with a soothing foot bath, rejuvenating body exfoliation and a deep relaxation massage to ease tension and muscular pain. Revitalise with Swissline's Swiss Lifting Infusion that increases moisture retention, stimulates fullness and firms the skin. Complete your retreat with a wholesome meal.

- 🌿 Foot Bath
 - 🌿 30 minutes Oasia Body Exfoliation
 - 🌿 60 minutes Oasia Signature Massage
 - 🌿 90 minutes Swiss Lifting Infusion
 - 🌿 Choice of **3-course Wellness Set Meal**
-

HONEYMOON RITUAL FOR TWO

180 minutes | \$868

Spend a day of bliss and content with your loved one. Start by being pampered from head to toe - from a foot bath, body polishing, body wrap to scalp massage featuring products from sustainable vegan brand SpaRitual. This will prepare you perfectly for your personalised massage and facial. Finally, nourish bodies and love with a wonderful meal.

- 🌿 SpaRitual Foot Bath
- 🌿 30 minutes SpaRitual Body Polish
- 🌿 30 minutes SpaRitual Refining Body Wrap with Scalp Massage
- 🌿 75 minutes Personalised Massage
- 🌿 45 minutes Personalised Facial
- 🌿 Choice of **3-course Wellness Set Meal**

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Body

Therapeutic massage techniques ease the tension in your body and mind, while specially crafted massage oils nourish your skin. Be transformed inside and out.

OASIA SIGNATURE MASSAGE

60 minutes \$160 | 90 minutes \$210

Designed for city dwellers who find it difficult to relax, this deep relaxation massage releases tension and muscular pain with a unique blend of Asian techniques – Thai, Shiatsu and Indian. Your spa therapist will help you pick the right massage oil – crafted with essential oils – through a sensory test.

Before the massage, you will be able to personalise your experience by deciding on your area of focus and preferred pressure. We will also start with an Indian head massage and guide you in special breathing techniques to ease you into deeper relaxation.

-  Oasia Signature Massage Oil
 -  Full Body Massage
-

AROMATIC BODY MASSAGE

60 minutes \$160 | 90 minutes \$210

With gentle pressure and aromatherapy, feel tension and stresses in your body melt away. Exhale the troubles of the day as you inhale a delicate green tea scent, specially blended in France. Enjoy this pampering massage with the use of rare and exquisite KOTOSHINA tea seed massage oil. High in oleic acid and packed with vitamin C, expect soft and supple skin at the end of your massage.

-  Foot Bath (For 90 minutes Treatment Only)
-  KOTOSHINA Green Tea Body Oil
-  Full Body Massage

All prices are in Singapore Dollars, and are subject to 10% service charge and prevailing GST

Body

MUSCLE REVITALISATION MASSAGE

60 minutes \$160 | 90 minutes \$210

Firm pressure effectively reaches deep muscle layers to unravel knots and relieve chronic pain. Luxurious KOTOSHINA tea seed oil-infused body butter deeply hydrates your skin with each stroke. Your skin is left feeling silky and smooth.

- 🌿 Foot Bath (For 90 minutes Treatment Only)
 - 🌿 KOTOSHINA Green Tea Body Oil
 - 🌿 Full Body Massage
-

DETOX BAMBOO MASSAGE

60 minutes \$160 | 90 minutes \$210

A technique crafted by KOTOSHINA, bamboo from Kyoto is rolled all over your body rhythmically, encouraging circulation and lymphatic drainage. KOTOSHINA tea seed massage oil is used as an anti-oxidant to remove toxins in your body. This massage also helps to alleviate the appearance of cellulite.

- 🌿 Foot Bath (For 90 minutes Treatment Only)
- 🌿 KOTOSHINA Green Tea Body Oil
- 🌿 Full Body Massage

Body

TENSION SOOTHER HOT STONE MASSAGE

75 minutes \$190 | 90 minutes \$210

A therapeutic treatment that uses heated, smooth basalt stones to alleviate muscle tension. The gentle and rhythmic massage movements, combined with medium to strong pressure, will ease stress, increase circulation, and improve mobility.

 Oasia Signature Massage Oil

 Hot Stone Massage

JET LAG RELIEF MASSAGE

75 minutes \$190 | 90 minutes \$210

Designed to reenergize your body and mind post-travel. Our skilled therapists use soothing techniques and revitalizing pressure to ease muscle tension, boost circulation, and reset your internal clock.

Say goodbye to jet lag and hello to relaxation. Welcome back to your best self!

 Foot Bath (For 90 minutes Treatment Only)

 KOTOSHINA Green Tea Body Oil

 Full Body Massage

Body

PRE-NATAL MASSAGE

60 minutes \$160 | 90 minutes \$210

A pampering massage specially designed for expecting mothers between gestation weeks 12-36. It helps to reduce stress on weight-bearing joints and decrease pain in the pelvic and hip area. The gentle and relaxing strokes promote better sleep for you as the muscle tension and overall pregnancy discomfort are relieved. A special pillow will be used during the treatment to achieve total comfort!

-  Full Body Massage
 -  Unscented Massage Oil
-

POST-NATAL MASSAGE

60 minutes \$160 | 90 minutes \$210

In addition to soothing sore spots and easing muscle tension, massage increases blood flow and oxygen to your muscles, eliminating toxins; promotes healing and well-being. The perfect massage for a new mother.

-  Full Body Massage
-  Unscented Massage Oil



Face

Tailored to cater to individual needs and lifestyles, Swissline by Dermalab products harness Swiss expertise in anti-aging for optimal results. The Swissline facial treatments are meticulously designed to effectively target individual skin concerns for both immediate and long-lasting results.

SWISS SMART

60 minutes \$200

Quick and to the point, this fully personalised treatment uses Swissline's signature collection of Age Intelligence Boosters! Especially designed for skins that need instant "de-stress" of any kind. It is a smart and fast way to look your best!

-  Cleansing
 -  Mask
 -  Exfoliation
 -  Head and Shoulder Massage
-

SWISS BRIGHT

75 minutes \$250

Ideal for skin in need of brightening, pigmentation reduction and seeking evenness. Powerful brightening and de-aging actives help treat and prevent skin discoloration, resulting in unsurpassed brightening, glowing and toning skin results.

-  Cleansing
 -  Massage with Ampoule
 -  Head, Shoulder and Hand Massage
 -  Exfoliation
 -  Mask
-

SWISS LIFTING INFUSION

90 minutes \$300

Ideal for tired skin lacking elasticity and showing signs of aging. This treatment for face, neck and décolleté helps to plump and fill-in lines and wrinkles. Fortified with a highly concentrated combination of marine collagen and hyaluronic acid, the treatment increases moisture retention, stimulates fullness and firms the skin.

-  Cleansing
-  Lifting Massage with Ampoule
-  Head, Shoulder and Hand Massage
-  Exfoliation
-  Mask

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Face

Using specially curated products from KOTOSHINA - Japan's leading organic skincare expert, our skilled therapists will nourish your skin with nature's best, to bring youthfulness and health back to your skin.

YOUTH RESURRECTION FACIAL

60 minutes \$180 | 90 minutes \$250

This age-defying KOTOSHINA facial uses plenty of tea seed oil – an effective antioxidant – to reduce the appearance of under-eye wrinkles, laugh lines and dark spot. Light steaming helps to deliver essential nutrients deep within the skin, revealing soft and glowing skin.

- ✦ Cleansing
 - ✦ Facial Massage
 - ✦ Head and Hand Massage (For 90 minutes Facial Only)
 - ✦ Exfoliation
 - ✦ Mask
-

GLOW FACIAL

60 minutes \$180 | 90 minutes \$250

Ideal for dull and blemished skin, this KOTOSHINA facial uses a soft scrub to gently exfoliate away dead skin cells and reveal new skin. Packed with catechin and vitamin C, tea seed oil from organically cultivated green tea is massaged into your skin to achieve brightening and smoothening effects. A mask of eight active ingredients is also applied.

- ✦ Cleansing
- ✦ Facial Massage
- ✦ Head and Hand Massage (For 90 minutes Facial Only)
- ✦ Exfoliation
- ✦ Mask

Face

HYDRA-INTENSIVE FACIAL

60 minutes \$180 | 90 minutes \$250

Especially designed by KOTOSHINA to treat dry skin, this ultra-hydrating facial uses a healing aloe vera mask that promotes water retention and reverses the effects of environmental stressors. As moisture is replenished, the skin is left feeling plumper and appearing translucent.

- ✦ Cleansing
 - ✦ Facial Massage
 - ✦ Head and Hand Massage (For 90 minutes Facial Only)
 - ✦ Exfoliation
 - ✦ Moisturising Mask
-

CRYO FACIAL

10 minutes

\$50 ala carte | \$30 for add-on to any treatment

We are the first hotel spa to pioneer this groundbreaking facial in Singapore. This purifying facial is suitable for all skin types and helps with almost any skin condition. Powerful cryotherapy makes use of cold temperature technology to cool the skin. This helps to shrink pores and tighten skin. It also causes blood vessels to temporarily narrow. This encourages the rush of new blood cells into your blood vessels after treatment, removing toxins and swelling.

- ✦ Cryotherapy Machine

Extra Indulgence

Combine these treatments with your massage to enhance your spa experience.

JOJOBA & BAMBOO SCRUB

30 minutes | \$100

A delicate green tea-scented KOTOSHINA body scrub that invigorates your senses. Jojoba beads and bamboo extract gently exfoliate and moisturise your skin, leaving it clear and soft.

 Full Body Scrub

 Moisturiser

EXPRESS FACIAL

30 minutes | \$100

An essential for anyone who needs a quick perk-me-up. This two-step routine by KOTOSHINA begins with deep cleansing that doesn't strip away the skin's natural water content and ends with a massage of your facial muscles to promote skin elasticity.

 Cleansing

 Facial Massage

Grooming Treatments

Take a seat in our Grooming Lounge for one of these quick 30-minute wellness boosters.

SCALP MASSAGE

30 minutes | \$90

For mental clarity and relaxation, optional with oil or dry. This scalp massage increases blood circulation to the head to relieve tension, relax the mind and helps to strengthen hair roots.

 Scalp and Shoulder Massage

FOOT MASSAGE

30 minutes | \$90

This revitalising Slow Beauty Ritual relieves and rejuvenates tired feet. A scented salt soak softens and re-mineralises. Next, ease into a relaxing massage of the feet. A deeply hydrating foot balm completes this ritual.

 Foot Soak

 Foot Massage

SCALP & FOOT MASSAGE

60 minutes | \$160

This healing spa treatment is a relaxing alternative to full-body massage. Relax with a soothing scalp massage followed by a massage for your tired feet.

 Scalp and Shoulder Massage

 Foot Soak

 Foot Massage

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Mini-Me Time

School's out? Give your young ones a break too. Our treatments help rebalance their energy and headspace. Suitable for the youthful from 13 to 16 years old.

MASSAGE

60 minutes | \$130

The perfect way to help the young wind down for the day – a gentle, low-pressure massage that uses organic and child-friendly massage lotions by KOTOSHINA..

 Full Body Massage

FACIAL

60 minutes | \$150

This facial massage treatment uses KOTOSHINA organic skin care products to gently cleanse and moisturise precious young skin.

-  Cleansing
-  Exfoliation
-  Facial Massage
-  Mask



Wellness Workshops

Discover a path to holistic well-being with our Wellness Workshops at Oasia Spa. Join our team of trained professionals as we guide you on a journey to self-care and self-discovery.

Learn invaluable tips, craft your wellness products, and embrace a lifestyle that nurtures well-being and sustainability. Join us on this transformative path toward a healthier, balanced, and fulfilling life.

The wellness workshop is designed for a minimum of 4 and a maximum of 10 participants.

OASIA BALM MAKING WORKSHOP

45 minutes | \$25 per person

Long hours in an air-conditioner room can cause dry skin and lip. Indulge in a hands-on experience hosted by our skilled spa therapists and leave with a custom-crafted body balm that nourishes your skin to elevate your self-care routine.

OASIA SCRUB MAKING WORKSHOP

30 minutes | \$25 per person

Exfoliating your skin two to three times a week can keep your skin looking vibrant and healthy. Make your very own homemade body scrubs ideal nail beds, cuticles, and rough spots like feet, knees, elbows and hand.

LIPSTICK MAKING WORKSHOP

60 minutes | \$35 per person

Explore the art of crafting your personalized lipstick shade and learn the secrets of lip care and makeup as you mix natural waxes, oils, and pigments to create a lipstick tailored to your style.

SOY CANDLE MAKING WORKSHOP

60 minutes | \$35 per person

Candles are widely known for their soothing and healing effects. Let our therapist guide you through a session of creating your own long-lasting, slow-burning and naturally scented candles.

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Wellness Facilities

Beyond our treatments, Oasia Spa completes your wellness experience with a holistic offering of unique facilities that promise to Refresh, Refuel and Recharge your mind, body and soul. Set aside time to enjoy them while you are here.

TEA LOUNGE

Right upon arrival for your treatment, your therapist will treat you to tea in the comforts of a semi-private area. To usher you into a state of relaxation, our signature tea is a special blend of local medicinal and seasonal herbs and spices.

MEDITATION LOUNGE

After your rejuvenating spa treatment, step into the serene ambiance of our Meditation Lounge where soft, ambient lighting and soothing music create the perfect atmosphere for relaxation. Take a moment to savour our signature tea and healthy snacks, thoughtfully prepared to nourish your body and complement your journey of well-being.

Enhance your experience by bringing your own headset or earpiece, immersing yourself in guided meditation sessions tailored to deepen relaxation and mindfulness.

Whether you choose to reflect quietly, meditate, or simply bask in the peaceful environment, the Meditation Lounge offers a unique retreat where your senses are gently pampered, and your spirit is revitalised. Enjoy this harmonious blend of relaxation and mindfulness, and emerge feeling refreshed and renewed.

REMEDY CORNER

Feast guilt-free on food that nourishes your soul. Refresh, Refuel and Recharge before or after your treatment with nutritious light meals and snacks.

ESSENTIALLY OASIA

Continue your wellness journey at home. If you wish to use our organic Biology toiletries in your abode, bring your own bottle to our Biology refill station or purchase a recyclable bottle from us. Additionally, you can also explore our range of retail products, including the Swissline by Dermalab, KOTOSHINA, and signature Oasia products used in our treatments.

SAUNA

Visit our sauna – separate male and female rooms are available for privacy – before your treatment to enhance your treatment benefits. Improve your blood circulation and flush out all that doesn't serve you – stress, bad vibes and toxins be gone!

Wellness Facilities

Exclusively for hotel guests and spa members.

YOGA MAT ON LOAN

Honour your practice at any time of the day. Loan our Lululemon yoga mat and flow freely in our gym or at the outdoor deck.

GYM

You don't have to press pause on your fitness routine just because you are away from home. Our gym is open 24 hours daily to cater to your sweat schedule. Our equipment, including treadmills, cross trainers and stationary bicycles will keep you moving the way you always do.

SWIMMING POOL

Take a dip in our 22.5-metre infinity pool right in the heart of our resort, or rest easy on our comfortable sun loungers. Whatever you choose, it's the perfect way to unwind at the end of the day.



Spa Guide

OPERATIONAL HOURS

We are open daily from 10:00 AM to 08:30 PM, or by reservation. Our first treatment starts at 10:00 AM, while the last starts at 7:15 PM for a 60 minutes treatment.

PRICING AND PAYMENT

We are a GST-registered company. All the prices you see in our menu are in Singapore Dollars, and are subject to 10% service charge and prevailing government taxes. Gratuities are not included and are welcome at your discretion. Pricing and availability are subject to change and discontinuation at any time without prior notice. We accept payment via credit cards. Cash and cheques are not accepted.

RESERVATIONS

We recommend booking in advance to secure your preferred appointment date and time. Call us at +65 6818 3338 to make an appointment. Walk-ins are subjected to availability.

We welcome all guests aged 13 years and above. If you are 13 to 16, you must have your parent's written consent in addition, all guests below 16 must be accompanied by a parent during the course of the treatment.

CANCELLATION OR RESCHEDULING

For any cancellation or rescheduling requests, kindly inform us at least 24 hours before your scheduled reservation time. Requests made within this notice period may result in the full treatment cost being charged. If spa appointments are booked prior to hotel arrival, the spa's cancellation policy aligns with the hotel reservation.

TREATMENT PREPARATION

We would like to invite you to arrive at least 30 minutes before your appointment. Give yourself time to get acquainted with our facilities, and unwind in the Meditation Lounge before you start your treatment.

LATE ARRIVALS

We kindly request your understanding that arriving late for your appointment may necessitate a reduction in treatment time to accommodate our following guest.

Spa Guide

HEALTH CONCERNS

When making an appointment, do raise any health conditions, allergies or injuries to our team. As part of our commitment to ensure your comfort and safety, as well as customise our service to your needs, you will need to complete a Guest In-Take form before you start your treatment.

PREGNANCY

Always let us know – we will take the utmost care to recommend suitable treatments during this special time.

SPA ETIQUETTE

We want to ensure an environment of peace, tranquility and relaxation for all our guests. You can contribute to this relaxing experience by speaking softly, avoiding using your mobile phones and cameras, and not smoking.

During your time with us, you will be provided with a locker, robe, towels and slippers. Disposable underwear are available at your request. If you are staying with us, we recommend leaving your valuables in the safety deposit box in your room. We will not assume liability for personal property.

After your treatment, complete your spa journey at our Forest Lounge, sipping on a cup of signature Oasia tea, refuelling with healthy snacks or gaining mindfulness with guided meditation.

ACCIDENTS OR INJURIES

We will not be held liable for any accidents or injuries suffered by any guest.

HOME CARE

Continue your wellness journey at home. All Swissline by Dermalab, KOTOSHINA and signature Oasia products used in our treatments are available for purchase at our shop. You can also pick up Oasia house teas, mindfulness literature and yoga apparel. Our team will be happy to help you recreate your own oasis at home.

Spa Policy

A. SERVICE EXCELLENCE

- In compliance with Sales of Goods Act S12 (2), Consumer Protection (Fair Trading) Act, and Lemon Law, Oasia Spa is committed to offering goods and services of satisfactory quality to our customers.
- Oasia Spa extends a warm welcome to both male and female guests, with all our therapists being female.
- Oasia Spa provide our customers the option to request a change of therapist within a designated time frame of 10 minutes if they are not entirely satisfied with their assigned therapist.
- As a distinguished luxury destination spa in Singapore, ensuring an authentic and enjoyable experience for our customers is our foremost priority. Oasia Spa strictly prohibits any form of unethical selling tactics or solicitation in treatment rooms and during treatments.
- Oasia Spa will honor all prices quoted at the time of booking for treatments, spa packages, and other services offered. Please note that certain promotional packages may have specific validity periods, as indicated in Oasia Spa's marketing materials and website.

B. PAYMENT AND PRICING TRANSPARENCY

- Treatment price list will be provided in a transparent, straightforward, and easily comprehensible manner. You will receive a detailed breakdown of all charges, which includes applicable taxes, discounted rates, optional upgrades, and additional services, prior to the commencement of your treatment.
- No deposit and prepayment are required at the point of transaction. Sales of gift vouchers are not available at Oasia Spa.

C. PAYMENT MODE

- Prices are in Singapore Dollars and subject to a 10% service charge and prevailing government taxes. While we strive to maintain accurate pricing in our printed materials, pricing may be subject to changes without prior notification. We accept payment through major credit cards including American Express, Diners Club, JCB, Visa, Master and CUP.
- Kindly note that Oasia Spa do not accept cash, cheques, or foreign currency.

Spa Policy

D. RESERVATION AND CANCELLATION

- We recommend booking in advance to secure your preferred appointment date and time. For any cancellation or rescheduling requests, kindly inform us at least 24 hours before your scheduled reservation time. In the event of a "no-show" or failure to inform within the stipulated timing, a 100% cancellation fee may apply.
- For group reservations with six or more treatment bookings, a 72-hour cancellation advance notice is required. In the event of a cancellation within 72 hours of the appointment or in the case of a "no-show," a 100% cancellation fee may be applied.

E. CONFIDENTIALITY POLICY

- Oasia Spa is committed to maintain the confidentiality of guest data. Personal information collected by Oasia Spa will solely be used for the purposes of effectively rendering the services as requested by guests. Marketing and promotional communications will only be received with guest consent.

F. DISPUTE RESOLUTION

- In the event of any dispute that cannot be resolved amicably by parties' good faith negotiation within twenty-one (21) days of commencement, shall be referred to mediation. Any disputes that remain unresolved after reasonable endeavours at mediation shall thereafter be referred to CASE for resolution.

OASIA SPA AT OASIA RESORT SENTOSA, SINGAPORE

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