

Spa Etiquette

Spa Arrival

Arriving late may make it necessary to limit time for your treatment so the next guest is not delayed. Please arrive at least 15 minutes before the scheduled time to check in and prepare to enjoy your treatment.

Spa Environment

The spa environment is one of tranquility and relaxation. Please respect all spa guests' right to privacy and serenity and therefore no family members under the age of 16 years are permitted in the spa. Please turn off cellular phones on arrival at the spa. The Spa at the Twelve Apostles will not tolerate unlawful discrimination, harassment or sexual harassment towards any person of any kind.

Health Matters

Please communicate health conditions such as high blood pressure, allergies, pregnancy or any other health related concerns you have when making your appointment. We do not recommend the consumption of alcohol before or directly after spa treatments. Please consult your doctor before using the spa heat and water facilities if under medical supervision or if you are taking medication. For moms-to-be, we have specifically designed treatments to care for both of you. Please allow our therapists to guide you in selecting which treatments are most suitable for you during this time. We recommend that you drink lots of water after your spa treatments to help accelerate the elimination of toxins.

Spa Attire

We will provide you with spa attire including underwear or you may choose to wear your own. Our therapists will always use draping techniques to respect your privacy.

The spa treatment menu is valid from 01 Feb 2021 – 31 March 2022 • Seasonal rates apply from 15 December 2021 – 16 January 2022
All prices are quoted in South African Rand (ZAR) • All prices are quoted per person, per treatment unless specified otherwise.

Group Bookings

Groups specials available on request

Groups bookings of 10 or more are only available from Monday - Thursday.

Full payment is required in order to confirm group bookings larger than 5 people

Setting the Stage for Making Magical Memories

With its breathtaking scenery, The Twelve Apostles Hotel and Spa is the landmark celebration venue that your guests will never forget. This is Cape Town's most stunning 5-star location for your wedding, anniversary, birthday or other celebration.

Cancellation Policy

The treatments you select are reserved especially for you and a 50% deposit is required in order to secure your booking. If you are not able to make your scheduled appointment, please advise us 24 hours in advance in order not to incur any cancellation charges. You may incur a cancellation fee equal to 100% of the total value of your treatment for same day cancellations, or for not arriving for your scheduled appointment. Hotel guests who have made bookings will incur a 50% cancellation fee for same now cancellations or not arriving for your scheduled appointment.

Refunds and Returns

Treatments and packages are non-refundable, non-transferable and may not be exchanged for money. For hygiene reasons, products purchased may not be returned or exchanged.

Hours of Service

Spa: 08h00 to 20h00

Outdoor Pools and Pool lounges: Sunrise to sunset for hotel residents only

Dial extension #9060 for reservations and enquiries

The Joy of Giving (and Receiving)

The perfect gift for a loved one or a colleague, our gift vouchers come beautifully packaged and are available at short notice. Gift vouchers are available in monetary values. Should you not be able to visit the Spa to purchase a voucher, Gift Experience vouchers are available online: <https://twelveapostles.skchase.com/vouchers?categories=wellness>

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