

# BEFORE YOU ARRIVE

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We look forward to welcoming you to Onsen! To ensure your experience is as smooth as possible, here are a few tips to keep in mind before you arrive.



We recommend popping your swimwear on before you arrive (if you can). This will save you time changing.



Bring appropriate footwear to quickly slip on before heading across to the changing areas and to avoid the risk of slipping around the pool area.



Make sure you eat and hydrate before soaking to prevent any lightheadedness.



We try to save the planet where we can, so please bring your own wet bag to place your togs in.



Towels are included in all experiences. Soak & treatment experiences also include a robe & slippers.



Due to associated health risks, we recommend you check with your GP or midwife before soaking. We do not offer massage for women in their first trimester. Please contact our reservations team to choose an alternative treatment.



Your allocated 45-minute soak includes change time. You are welcome to use the changing rooms/showers after your treatment.



There is a short walk down some stairs or a gently sloping track to our reception (approx 100m). If you require assistance, please get in touch with us prior to your reservation.



If you need to amend or change your booking, we have a 24-hour rescheduling or cancellation policy. Please contact our reservations team at +64 3442 5707 or [info@onsen.co.nz](mailto:info@onsen.co.nz)