

# spa and wellness guest information



what to expect



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## considerations before you leave home



### what to expect

Before you arrive please click here to read our '[Plan your visit](#)' section on our website to prepare you for your visit.



### no cash payments

All onsite payments will now be cashless, and where possible, contactless.



### appropriate swimwear

Swimsuits are required in the bathing area. Due to limited changeroom facilities, **we recommend arriving wearing bathers**. The mineral-rich water may discolour swimwear.



### footwear required

To reduce the risk of slips we recommend appropriate footwear around the pools and in wet areas.



### minimise valuables

Lockers are available but we recommend you minimise the valuables you bring on your visit and remove jewellery before entering the pools.



### bring a drink bottle

Plastic bottles of water are not available to buy. Please bring your own reusable bottle with you. We have filtered water onsite for refills.

## medical information



### medical advice

Please seek medical advice before bathing if you have any **medical conditions**



### feeling unwell

If you are feeling at all unwell we kindly request that you reschedule your visit.



### stay hydrated

We ask that you take breaks regularly and stay hydrated during your visit.

## things to know



### reschedule or cancel

Please call or email us to request any changes 24 hours prior to your booking. Cancellations or changes made within 24 hours will be charged the full amount of the booking.



### when to arrive

It is essential you arrive on time for your booking to avoid losing your spot. We recommend you allow an extra 15 minutes to find us and park your car.



### adults only

The hilltop escarpment is for renew bathing pass visitors only and is reserved for visitors 16 years and over, the emphasis is on tranquil spaces and an array of pampering spa treatments.



### accessibility

If you have any mobility needs, please contact us to plan your journey.



### on arrival

Bathing suits and thongs are available for purchase on arrival subject to availability. Robe and towel hire is available for all guests.



### no smoking or vaping

As a place of wellness, we are a smoke-free & vape-free venue. If required, designated smoking areas are available prior to entry.



### dining options

Visit [our website](#) for Metung Country Club dining options, menu and opening hours.



### explore the whole site

As a Spa and Renew guest, you have the opportunity to explore both our tranquil bathing area where you'll start your experience as well as the more social areas in our Bathing Ridge.



### planned maintenance

To ensure we provide a high quality experience for our guests, some experiences undergo planned maintenance. Please see our website under our '[What to expect](#)' section.

Contact us at [info@metunghotsprings.com](mailto:info@metunghotsprings.com) or 03 5141 2300



[metunghotsprings.com](http://metunghotsprings.com) | open 7 days | 8am–8pm

As we endeavour to deliver more bathing and wellness experiences our site will continually evolve. This may mean low level construction noise is unavoidable at times and our guest information documents are consistently being updated. Thank you for joining us on this journey and your understanding at such times.

For up-to-date information, **full directions** and **terms and conditions** please visit our website.