

Our treatments are transformative and have long-lasting results. We use the skin's natural healing response, leaving the skin looking & feeling repaired, renewed, protected, refreshed and radiant for days – for a more youthful appearance.

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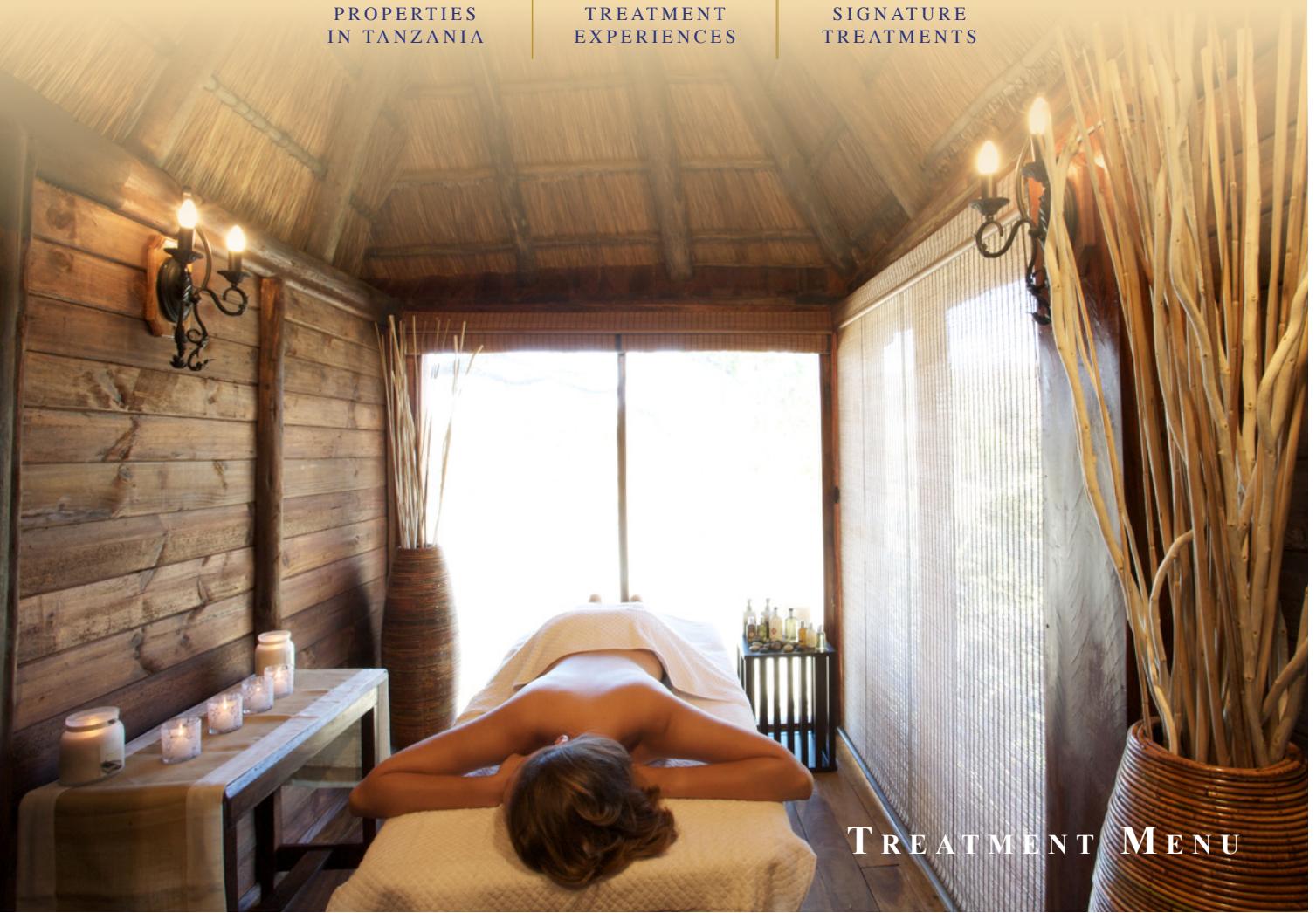
PROPERTIES
IN TANZANIA

20+

TREATMENT
EXPERIENCES

5

SIGNATURE
TREATMENTS



BODY CEREMONIES & MASSAGES

SERENA EXPERIENCE JOURNEY

120 minutes

Tshs 480,000

Combination of a full body scrub, body wrap, a mini facial and a massage. Four Oils families available.

MAISHA SPIRIT OF UTU

90 minutes

Tshs 390,000

East African ritual involving a choice of body polish and a massage.

THE BIG 5 MASSAGES

30 minutes	60 minutes	90 minutes
Tshs 140,000	Tshs 230,000	Tshs 320,000

Experience the essence of our signature scents, inspired by Africa's Big 5 animals in a uniquely crafted sensory journey.

1. Tranquil - Calm & Relax
2. Pick-me-up - Stimulate & Detox
3. Chill- De-stress & Balance
4. Spoil - Nature & Pamper
5. Painkiller - Aches & Pain

SWAHILI THERAPY

90 minutes

Tshs 390,000

Purely Coastal experience using organic coconut products to Nourish and feed the skin through full body exfoliation and a soothing hydrating massage.

HOT STONE THERAPY

90 minutes

Tshs 360,000

Healing massage with the aid of heated volcanic stones.

JETLAG RECOVERY (Neck & Shoulder Reboot)

30 minutes

Tshs 150,000

Ancient massage to ease head& shoulder tension, headaches, migraine, sinus congestion and eye strain.

PINNOTAGE FACIAL

30 minutes	60 minutes
Tshs 140,000	Tshs 270,000

Potent Anti-Oxidant Pinotage Grape extracts are used in this uplifting and hydrating facial giving radiance boost nutrient to the skin.

HIGH PERFORMANCE FACIAL

90 minutes

Tshs 390,000

A revolutionary facial care treatment using the latest in tri-enzyme Peptide anti-ageing technology. The skin is firmed and rejuvenated visibly improving the signs of ageing..

BODY SCRUB

30 minutes

Tshs 165,000

Enjoy a full-body exfoliation with your selection of Body Polishes. Our invigorating body polishes serve to remove dead skin and encourage cellular renewal for smooth, soft, balanced, firm, and retextured skin that glows with vitality.

- **Hydrating Journey;** Kalahari Melon
- **Detoxifying Journey;** Mongongo Nut
- **Relaxing Journey;** Marula & Neroli
- **Uplifting Journey;** Coffee, Cinnamon & Orange

AFRICAN FOOTPRINT CEREMONY (Tired Legs & Feet Relief)

45 minutes

Tshs 180,000

Melt away stress and rejuvenate tired legs and feet with this specialized treatment to soften, hydrate, cool and leave your feet silky soft using our unique blend of Africa-Inspired oils and balms. Great for jet lag and tired legs and feet.

HAND AND FEET RITUAL

Spa Manicure	Spa Pedicure
60 minutes	75 minutes
Tshs 135,000	Tshs 180,000

Speedy Manicure	Speedy Pedicure
30 minutes	45 minutes
Tshs 105,000	Tshs 135,000

Nail Re-varnish

20 minutes

Tshs 45,000

ETIQUETTE & POLICY

MINIMUM AGE

Members and guests must be over 18 to use the spa or gym.

SPA RESERVATIONS AND CANCELLATION

Advance reservations for spa treatment are recommended and appointments are subject to availability. Please alert your therapist on the following contra-indications:

- High blood pressure or heart condition
- Recent surgery
- Muscle, back or joint injury
- Pregnancy, epilepsy or diabetes

INDIVIDUAL BOOKINGS

1. Cancellation Notice:

Cancellations must be made at least six (6) hours before the scheduled appointment.

If a booking is made for a treatment to be held within the next hour, it cannot be cancelled.

2. Late Cancellation & No-Show Fee:

Cancellations made less than six hours before the appointment will incur a 50% charge of the treatment fee.

3. Late Arrivals:

Arriving late will result in a reduced treatment time to accommodate other guests.

The full treatment fee will still apply.

4. Cancellation Process:

All cancellations must be updated in the booking system and reason for cancellation recorded.

The therapist must be notified immediately about the cancellation.

GROUP BOOKINGS (3 or More clients)

1. Deposit Requirement:

A 50% deposit is required to secure group bookings.

2. Cancellation Notice:

Cancellations or changes must be made at least 24 hours in advance.

Cancellations made within less than 24 hours will result in forfeiture of the deposit.

3. Late Arrivals & No-Shows:

Late arrivals will have reduced treatment time, but full charges will apply.

No-shows or last-minute cancellations will be charged the full treatment fee.

4. Final Confirmation:

Group bookings must be reconfirmed at least 48 hours before the scheduled appointment.

CONTRA-INDICATIONS

If you are pregnant, please book treatments which don't involve the use of essential oils. Massages or stimulating treatments are not recommended during the first three months of pregnancy. Clients with high blood pressure, heart conditions, allergies, or other medical complications are advised to consult with their doctors before any spa treatment.

ALCOHOL AND SMOKING

Smoking and the consumption of alcohol within the spa are prohibited. Please avoid consumption of heavy meals or alcohol prior to any spa treatment.

VALUABLES

We recommend no valuables are worn at the spa. Management and staff accept no responsibility for the loss of money or valuables brought into the spa premises.

GIFT VOUCHERS

Gift vouchers are available for purchase. Please contact our spa desk for details.

PHOTOGRAPHY

No photography is allowed unless permission has been obtained from management.

GUEST PRIVACY

Please respect other guests' privacy by speaking softly. Cellular phones and electronic devices are discouraged.

CONSULTATION

Please arrive 30minutes prior to your appointment to have a consultation with your therapist.

REFUND/EXCHANGE

Treatment packages, series, products and memberships are not refundable once purchased. A receipt is required for exchange of products.



ZANZIBAR SERENA HOTEL

Maisha extension 202

Opening Hours: 9am-7pm

ARUSHA SERENA HOTEL

Maisha extension 2101\2102

Opening Hours: 9am-6pm

MBUZI MAWE SERENA CAMP

Maisha extension 100

Opening Hours: 9.30 am-8.30pm

KIRAWIRA SERENA CAMP

Maisha extension 0100

Opening Hours: 9am-8pm

NGORONGORO SERENA SAFARI LODGE

Maisha extension

Opening Hours: 10am-10pm

SERENGETI SERENA SAFARI LODGE

Maisha extension 1\2

Opening Hours: 9am-9pm

LAKE MANYARA SERENA SAFARI LODGE

Maisha extension 2301

Opening Hours: 9am-9pm

SERENA MIVUMO RIVER LODGE

Maisha extension 100\101

Opening Hours: 10am-10pm