



Infinity Spa
&
Wellness Center

Infinity Unique Therapeutic Wet Treatments

The Hammam (Turkish Bath)

The Hammam bathing ritual is a custom that dates back centuries in the Turkish Culture. It is the most natural way to cleanse the skin and purge impurities while removing tension and toxins that have built up in the body, while exfoliating the skin. This traditional treatment has multiple benefits including reduced muscle tension, improved sleep, and glowing, well-nourished skin. For best results, at least 30 minutes of relaxation is recommended after the Hammam treatment.

The Traditional Hammam Ritual starts with a few minutes of dry heat in the sauna and wet heat in the steam room in order to open up your pores and soften the skin. A full body therapeutic exfoliating scrub follows using traditional soap or foam, infused with Argan Oil , to remove and draw out impurities from the pores exposing the new skin beneath. This is followed by a soothing gentle wash with warm water cascading softly over your body to wash off dead skin cells and impurities. This will leave you with beautiful soft, glowing new skin. You may follow your Hammam treatment with one of our signature massages and/or a session in the Rasul Chamber or Vichy Shower. Wind down with a cup of traditional Moroccan mint tea in our Relaxation Room. The effects of the Hammam treatment are instantly felt and seen, leaving you with soft glowing skin, that has been restored to its natural glow and brightness, leaving you looking and feeling refreshed and revived.

Rasul Detoxifying

The Infinity Rasul Treatment is based on an ancient Moroccan/eastern cleansing ritual. The Infinity Rasul Treatment is done in our unique Infinity Rasul Chamber, a specialized treatment where traditional therapeutic clay masks and soothing aromatic steam are administered. The Rasul is a detoxifying treatment that cleanses the pores of the whole body, and even the scalp, by combining RasoulMud, a mineral rich clay from the Atlas Mountains, a steam-heated, scented chamber followed by a relaxing rain shower. The Rasul treatment starts with a few minutes in the sauna to open the pores, followed by the self-application of mineral muds all over the body followed by relaxation on warm mosaic benches, while the room gently fills with herbal steam. As the warm steam opens up your pores, and causes you to perspire, the mud's natural ingredients draw out impurities and toxins leaving your skin healthy and rejuvenated. To enhance the experience, the Rasul chamber emits beautiful lighting and aromatherapy providing an otherworldly ambiance. To finish off the treatment, a soothing tropical rain shower pours warm water cascading from overhead, washing off the excess mud and impurities, leaving your skin beautifully cleansed and leaving you renewed and relaxed. The Rasul Chamber is a great treatment for couples or for bonding with friends. The Rasul can be preceded by one of our signature scrubs or Hammam Treatments, and/or followed with one of our signature massages.

Hammam Only
Duration: 40 min
Price: Ksh 6,500 pp

Hammam and Rasul
Duration: 60 min
Price: Ksh 7,500 pp

Hammam + Rasul
+ Massage
Duration: 120 min
Price: Ksh 10,500
pp

Rasul Treatment
Duration: 25 min
Price: Ksh 3,500 pp

Rasul + Hammam
Duration: 60 min
Price: Ksh 7,500 pp

Rasul + Hammam
+ Massage
Duration: 120 min
Price: Ksh 10,500
pp

Signature Massage Therapies

Thai massage

Thai massage is a massage technique that uses a combination of stretching, pressure, and twisting to work the entire body. It uses yoga poses and stretches to increase blood flow and oxygenation to the body. There is a variety of massages such as Thai oil massage, Thai dry massage and Thai herbal massage.

Duration: 60 Min
Price: Ksh 8,000

Duration: 90 Min
Price: Ksh 10,000

Lymphatic Massage

A gentle, rhythmic massage designed to stimulate the lymphatic system, helping the body eliminate toxins, reduce fluid retention, and improve circulation. This deeply relaxing treatment supports detoxification, reduces puffiness, enhances skin tone, and promotes overall wellness, leaving you feeling lighter, refreshed, and rejuvenated.

Duration: 60 Min
Price: Ksh 6,800

Duration: 90 Min
Price: Ksh 9,300

Wood Therapy Massage

Wood therapy is a massage technique using specially designed wooden tools to contour the body, reduce cellulite, and stimulate lymphatic drainage. It breaks down stubborn fat, improves circulation, and tones skin, providing a holistic, natural, and chemical-free approach to body sculpting.

Duration: 60 Min
Price: Ksh 6,500

Duration: 90 Min
Price: Ksh 8,500

Aromatherapy Massage

This nourishing treatment uses rich, shea butter which melts deeply into the upper layers of the dermis to hydrate, soothe and condition. This delightfully luxurious massage comes with a sensory selection of various essential oils such as jasmine, neroli, or chamomile for a soothing and calming experience. Let your thoughts drift away while the oils take you to a faraway place filled with peace and tranquility.

Duration: 60 Min
Price: Ksh 6,000

Duration: 90 Min
Price: Ksh 8,500

Hot Stone Massage (Aroma Stone Massage)

Our Infinity Hot Stone Massage uses the age-old technique of heat and warmth heat to relax and detoxify your body, using heated stones and the healing powers of massage to melt away tension. This massage incorporates heated, smooth basalt volcanic rock stones in a rhythmic Swedish or deep tissue massage. Their innate energy, warms and loosens tight muscles, and helps to balance energy centers in the body, improving circulation, reducing muscle tension and pain, and decreasing anxiety and insomnia. Small stones are placed on key energy points, while luxuriously warmed aromatic oils are massaged deeply into the body for maximum relaxation. The combination of deep penetrating heat and traditional massage techniques will balance the spirit and transport you to the ultimate state of bliss.

Duration: 60 Min
Price: Ksh 6,500

Duration: 90 Min
Price: Ksh 8,500

Specialty Massage Therapies

Swedish Massage

Our Swedish massage is a time proven treatment that energizes the body and improves overall health, through a series of massage techniques. Our signature Swedish massage starts out with gentle circular, gliding strokes, with your therapist applying different levels of pressure to loosen muscle tension and knots. This is followed by a deeper, kneading and rhythmic massage motion that helps to stretch and loosen your muscles and promote blood circulation. Our technician then uses a series of techniques, including a rhythmic tapping to stimulate blood flow across the body, rubbing, using the thumbs and fingers, applying gentle pressure in a circular or linear rhythm in order to soften and realign muscles, and rhythmic shaking motions to make your body loosen up and relax. The massage may be combined as a package with any of our other signature body treatments.

Duration: 30 Mins
Price: Ksh 3,000

Duration: 60 Mins
Price Ksh 4,500

Duration: 90 Mins
Price Ksh 6,000

Holistic Massage

Choose from a range of aromatherapy-infused massage oils, which are warmly applied and massaged deeply into the body, targeting tight muscles and lymph drainage, combating tension in stiff aching bodies. Your therapist will assist you in choosing the oil best suited to you from one of the following blends: Relaxing, Slimming Detox, Muscle Relaxing and Energizing. This a therapeutic and classic soft tissue massage technique using long and flowing movements. This massage takes into account not just your physical body, but your emotional and spiritual wellbeing.

Duration:60 Mins
Ksh 6,500

Duration:90 Mins
Ksh 8,500

Infinity ‘Bespoke’ Signature Massage

In this fast-paced world, there is rarely a chance to slow down, unwind and focus on yourself and what your body needs. Every person is different and different needs call for different techniques. Not sure what kind of massage you want? Leave it to us to work with you to tailor your own unique massage based on what your body needs. At the Infinity Spa and Wellness Center, we believe that the FULL power of massage treatments cannot be unlocked without considering the individual needs of the client. After a careful evaluation of your needs, this Bespoke massage is curated specially for you using a cocktail of massage techniques and ingredients tailored specifically to your needs.

Duration:60 Mins
Ksh 7,000

Duration:90 Mins
Ksh 9,000

Infinity Mum-to-be Massage (From 2nd Trimester Only)

Massage therapy during pregnancy has been shown to provide many benefits, including a sense of wellness, improved relaxation, and better sleep. Please consult your doctor prior to booking.

Duration:60 Mins
Ksh 5,000

Infinity Sports Massage

Infinity believes in whole body conditioning. As part of your fitness routine, our bespoke Sports Massage is developed in conjunction with our in-house Fitness Trainers, and towards your particular muscle systems as required for a particular sport. We use a variety of approaches to help athletes in training and before, during, or after sports events to help you achieve your fitness goals. The Infinity Sports massages uses stretching and deep tissue massage and a host of other techniques to help to promote flexibility, prevent injuries and ease muscle strains. Great for pre-game and after game conditioning.

Duration:60 Mins
Ksh 6,500

Duration:90 Mins
Ksh 8,500

Specialty Full Body Wraps

Infinity Wrap

We start this special body sculpting treatment by scrubbing off dead skin cells with a loofah, followed with an application of our bespoke mud wrap containing a combination of coffee extract with spearmint, which works on the body to stimulate lymph drainage and blood flow, together with toxin elimination. This special wrap is particularly helpful in water retention and cellulite reduction. We provide gentle steam followed by a gentle rain shower in the Rasul Chamber. We sign off this treatment with a 60-minute lymphatic Massage.

Duration: 120 Mins
Ksh 8,500

Slimming Detox Body Wrap (Not Suitable For Pregnant Clients)

Our signature slimming detox wrap is made up of an infusion of natural mud to help with circulation and lymph drainage. This very effective treatment uses a special clay containing carnitine and caffeine, which act as fat-strippers and mobilisers to stimulate lipolysis (breakdown of fat). This invigorating treatment begins with our Hammam full body exfoliation, which removes dead skin, and improves blood circulation and lymph flow before the warm wrap is applied. The treatment is completed with a gentle rain shower in the Rasul Chamber, followed by a cellulite detox massage.

Duration: 120 mins
Price: Ksh 8,500

Infinity Brown Sugar Scrub

Our Infinity Sugar Body Scrub is designed to exfoliate and remove dead skin cells, lifting away dirt and excess oil, and stimulating circulation. Glycolic acid which occurs naturally in sugar, helps to cleanse the skin and dissolve dead skin cells. The Brown Sugar Scrub invigorates the body and improves circulation and lymphatic flow to the surface of the skin, helping to fight cellulite and improve your skin tone. Your therapist will conduct a with a full body exfoliation using the brown sugar scrub (30-min). This can be followed with a back massage (Total of 60min) or a full body massage (Total of 90 min) of your choice.

Duration: 30 min
Price: Ksh 3,000

Duration: 60 min
Price: Ksh 6,000

Duration: 90 min
Price: Ksh 8,000

Infinity Coffee Antioxidant Scrub

Our Infinity Coffee Antioxidant Scrub is designed to firm up the skin and slow the process of aging. Your therapist will start with a full body exfoliation using our custom coffee scrub with olive oil and honey. This can be followed with a full body massage of your choice.

Duration: 30 min
Price: Ksh 3,500

Duration: 60 min
Price: Ksh 6,500

Duration: 90 min
Price: Ksh 8,500

Infinity Signature Spa Packages

Infinity Rejuvenation Package

Everyday life, both professional and personal, requires us to be at our best physical, mental and intellectual potential. The Rejuvenation Package works to relax and recharge your body to eliminate stress and negative toxins while refreshing your spirits. If you are looking for a full body makeover, or to treat a loved one to a pampering experience, this package is for you. We will start with a Hammam treatment to remove dead skin, followed by a full body deep cleansing detox mud mask application in a session in our Rasul clay chamber. We will follow with a relaxing Vichy shower massage and our signature lymphatic massage which aids in lymphatic circulation and eliminating lymphatic blockage. After your treatment, wind down and rehydrate in our relaxation room, with one of our flavored vitamins infused waters or a soothing Moroccan Mint tea.

Duration: 120 min
Price: Ksh 10,500

Infinity Full Day Spa Package

Our Infinity full day package is a full day, head to toe day of conditioning and treatments to make you look your best. We start the visit with a nutritious welcome drink in our Relaxation Room with a consultation with your therapist who will create a customized full day program that includes spa and salon treatments, fitness and ends with a meal in our signature restaurant. The package starts with a brief session in the Sauna, followed by a Hammam treatment and a treatment in our Rasul Chamber. This will be followed by a Bespoke massage of your choice then a chance to relax in our Jacuzzi with a glass of wine. This is followed by an express facial treatment, a manicure and pedicure and hair treatment and styling. During the day you will be served with a curated delicious menu from our Chef. The full day package makes for a fabulous gift for that special someone. Also, a great package for couples and groups.

Per Person: Ksh 25,000

Per Couple: Kshs 45,000

Group of 5 people & above:
Ksh 22,000 per person

Infinity Special Foot and Back Treatments

Infinity Jet Lag Fix

This treatment is designed to relieve tension and reduce edema following a long trip. The treatment reduces tension in the scalp, legs and feet as well as working on calming and relaxing pressure points to help restore energy and balance. Parafin wax is applied to the legs and warmed in our electrical hot booties then finished with a quick massage to combat water retention

Duration: 45 min

Price: Ksh 4,000

Reflexology

Reflexology is based on the principle that there are reflexes in our feet that correspond to every gland, and every body organ. We apply different pressure to the feet, to promote healing and increase circulation, whilst helping your body to eliminate toxins and waste, giving you an overall feeling of relaxation.

Duration: 60 min

Price: Ksh 4,000

Infinity Quick Foot Massage

Eases tired aching feet through tender care on foot pressure points.
Great with one of our Pedicures!

Duration: 30 min

Price: Ksh 2,000

Infinity Facials

Infinity Express Facial

For persons on the go, this facial is designed to give maximum results within a short time, rejuvenating the skin and relaxing you without putting a dent in your schedule. Our pure, natural ingredients feed the skin and restore its youthful glow.

Duration: 45 min

Price: Ksh 4,000

Infinity Deep Cleanse Facial

A deep cleansing facial that will leave the skin looking refreshed and more youthful. By using our gentle exfoliating cream, we purify the skin without the long-term damage usually caused by harsh products. An exfoliation with a massage that stimulates and uplifts tired and dull skin, and clears problematic skin.

Duration: 60 min

Price: Ksh 5,500

Infinity Specialty Facials

Youthful glow facial

The unique treatment is designed to slow the process of ageing and address skin issues that arise as a result of environmental factors and ageing, to restore your skin to its natural youthful glow. This layering process uses a unique blend of antioxidant skin treatments to tone, soothe and brighten the skin, revitalizing for the long term while providing an immediate, healthy youthful glow. By combating free-radicals and boosting collagen, the antioxidant facial has an immediate toning and smoothing effect on the skin, plumping fine lines and reducing pigmentation and inflammation with concentrated Vitamin C serum.

Duration: 75 min

Price: Ksh 7,500

Infinity Tri-enzyme Resurfacing Facial

The Tri-Enzyme Resurfacing Facial is a 60-minute resurfacing treatment that uses three targeted enzymes to accelerate the skin's biological exfoliation and renewal process. This is achieved by up to 75% in just one treatment. This treatment helps to effectively reduce the thickening layer of the epidermis leaving the skin brighter, smoother and more radiant after just one treatment.

Duration: 60 min

Price: Ksh 6,500

Infinity Bespoke Facial

The bespoke facial is designed specifically with each client's needs in mind. We offer a variety of serums that will address your particular skin issues. Each facial is specially tailored for each client. This facial will start with a back scrub and after the back has been scrubbed, a back massage will follow, then carry on to the facial.

Duration: 90 min
Price: Ksh 8,000

Jan Marini Signature Facial

Experience a results-driven luxury facial designed to renew, refine, and restore your skin's natural radiance. Using advanced clinical-grade formulations, this treatment deeply cleanses, gently exfoliates, and delivers targeted active ingredients to improve texture, tone, and hydration. Ideal for addressing ageing, dullness, uneven pigmentation, and congestion, leaving the skin smooth, luminous, and visibly rejuvenated.

Duration: 75 min
Price: Ksh 14,000

Lamelle Signature Facial

A sophisticated, science-led facial designed to restore skin health and enhance natural radiance. Using advanced Lamelle formulations, this treatment combines deep cleansing, gentle resurfacing, and targeted actives to address ageing, pigmentation, sensitivity, and breakouts. The skin is left balanced, hydrated, and visibly refined with a smooth, glowing finish.

Duration: 75 min
Price: Ksh 10,500

PRP (Platelet Rich Plasma) and chemical peels can be incorporated into the treatment at an additional cost.

EXTRA ADD ON

Physiotherapy.....Ksh 5,000

Weight loss program (3 months).....Ksh 35,000

Day Makeup.....Ksh 2,500

Bridal Makeup.....Ksh 4,500

Nail Care

Infinity Manicure

Includes a nail cuticle repair, buff, scrub, moisturizing lotion, varnish, hand and arm massage.

Duration: 60 min

Price: Ksh 2,500

Infinity Pedicure

Enjoy a pedicure in our special spa whirlpool chair with a back massager!! Includes a nail cuticle repair, buff, scrub, moisturizing lotion and varnish. If you want great feet, look no further! This is more than a treatment – it is spa therapy for the feet. Our feet are often neglected yet are prone to fatigue, epidermal dryness and thickening. Provide your feet with the care and attention they deserve.

Duration: 60 min

Price: Ksh 3,500

Express Manicure Or Pedicure

For a beautiful respite from the hustle and bustle of daily life, join us for an experience with a difference. Your hands or feet will be massaged, your nails shaped, and your skin richly hydrated with our all-natural products designed to undo environmental damage to your skin and leave your nails perfectly shaped and polished.

Duration: 30 min

Price: Ksh 1,800

Cut File and mini palm/foot massage

Duration: 15 min

Price: Ksh 1,000

Signature Nail Treatments

Infinity Paraffin Manicure/Pedicure

Our paraffin treatment seals in moisture for softer hands and feet. Nails are polished to perfection with our luxury nail care services.

Duration: 75 min

Price: Ksh 3,800

Infinity Detoxifying Pedicure

In order to diminish the toxins on the legs and feet, we use detoxifying mud in this pedicure. The treatment includes a massage, to stimulate lymph drainage and to massage muscles to their core, followed by a soothing pedicure.

Duration: 75 min

Price: Ksh 4,000

Infinity Hydrating Manicure

This relaxing treatment is about treating the skin and nails with natural remedies naturally to keep them hydrated and therefore flexible and strong. An intensely hydrating wrap, blended with natural antioxidants to counter the harsh environmental effects and also slow down signs of ageing. It is applied to ensure continued skin health and to rejuvenate the hands.

Duration: 75 min

Price: Ksh 3,500

Advanced Nail Techniques

French manicure

Duration: 75 min

Price: Ksh 3,300

French pedicure

Duration: 65 min

Price: Ksh 3,000

Soak off

Normal polish Ksh 500

Acrylics Ksh 1,000

Salon Services

Hair (Ladies)

Hair cut.....Ksh 3,500

Blow dry

Short.....Ksh 2,000

Medium.....Ksh 2,500

Long.....Ksh 3,500

Single process color

Roots.....Ksh 4,500

Medium.....Ksh 5,500

Long.....Ksh 7,000

Highlights.....Ksh 8,000

Fresh highlights

Short.....Ksh 8,000

Medium.....Ksh 9,500

Long.....Ksh 15,000

Styling

Tongs.....	Ksh 3,500
Flat-iron.....	Ksh 2,500
Hair Relaxer.....	Ksh 4,500
Relaxer & set.....	Ksh 6,500
Hair treatment.....	Ksh 2,500
Wash, blow dry & set.....	Ksh 2,000
Dreadlocks retouch.....	Ksh 3,500

Weaving:

Full Head Weaving.....	Ksh 3,500
Part Weaving.....	Ksh 5,500
Tracks & Sew.....	Ksh 4,000
Wig Install.....	Ksh 2,500 - 4,000
Pixie Weaving.....	Ksh 5,000

Braids:

Knot less.....	Ksh 3,500 - 4,500
Box Braids.....	Ksh 3,000 - 5,000
Boho Braids.....	Ksh 5,000
Fulani Braids.....	Ksh 4,500

Lines/Cornrows:

Ghanaians	Ksh 3,500—5,000
Wig Lines.....	Ksh 1,000
Plain Lines.....	Ksh 1,500
Stitch Lines.....	Ksh 4,500
Kids Line.....	Ksh 1,500
Pick & Drop.....	Ksh 4,000

Locks:

Sister Locks.....	Ksh 25,000
Artificial Locks.....	Ksh 10,000
Flat Twist.....	Ksh 3,000
Brazilian Twist.....	Ksh 2,500

Lashes:

Clusters.....	Ksh 2,000
Strip Lashes.....	Ksh 1,500
Classic.....	Ksh 3,500
Volume.....	Ksh 5,000
Mega Volume.....	Ksh 7,000

Men

Hair cut.....	Ksh 2,000
Shave.....	Ksh 1,500
Beard trim.....	Ksh 500
Color.....	Ksh 3,500
Head & Shoulder Massage (15 min)	Ksh 1,000

Grooming Services

Waxing

Full Leg ¾ leg.....	Ksh 3,000
Half Leg/thigh.....	Ksh 2,000
Bikini	Ksh 2,000
Brazilian Full	Ksh 3,500
Under Arm	Ksh 1,000
Full Arm.....	Ksh 2,000
Half Arm	Ksh 1,500
Eyebrow Wax	Ksh 800
Eyebrow threading	Ksh 600
Back	Ksh 2,000
Chest.....	Ksh 2,000
Stomach.....	Ksh 2,000

Infinity Fitness Clinic

Gym memberships.

Full membership

- Annual Ksh 110,000
- 6 Months Ksh 65,000
- 3 Months Ksh 35,000
- 1 Month Ksh 20,000

Group Membership (PP - min 3pax)

- Annual Ksh 100,000
- 6 Months Ksh 55,000
- 3 Months Ksh 25,000
- 1 Month Ksh 15,000

Off peak membership (8am – 4pm weekdays only)

- Annual Ksh 80,000
- 6 Months Ksh 45,000
- 3 Months Ksh 22,000
- 1 Month Ksh 12,000
- Day Pass Ksh 2,000 PP

Weight loss program

Ksh 35,000 (Per Month)

Swimming

- 1 Year Pass Ksh 50,000
- 6 Months Pass Ksh 35,000
- 3 Month Pass Ksh 20,000
- 1 Month Pass Ksh 10,000

Yoga, Aerobics and Tabata exercise are free for the first 6 months of membership.

Infinity Fitness Clinic

AEROBICS

Get into physical exercise that combines rhythmic aerobic exercise with stretching and strength training routines with the goal of improving all elements of fitness (flexibility, muscular strength and cardio-vascular fitness). Prevent illness and promoting physical fitness through our practitioners by performing various fun effective routines that combine dance and exercises. Infinity offers a variety of aerobic classes, each class is designed for a certain level of experience and taught by a certified instructor with a specialty area related to their particular class.

YOGA

The word 'Yoga' is derived from the Sanskrit root 'Yuj', meaning '*to join*' or '*to yoke*' or '*to unite*'. As per Yogic scriptures, the practice of Yoga leads to the union of individual consciousness with that of the universal consciousness, creating a perfect harmony between the mind and body, man/woman & nature. Yoga offers physical and mental health benefits for people of all ages. In addition, if you're going through an illness, recovering from surgery or living with a chronic condition, yoga can become an integral part of your treatment and potentially hasten healing. Yoga helps to support overall wellness, and healing enabling you to experience life with more centredness and less distress.

Our yoga therapist can work with you to put together individualized plans that work with your fitness and wellness goals or/and medical therapies.



INFINITE INVIGORATION

Wellness Center Pass

Day Pass (3 Hours)

Steam + Sauna + Swimming.....	Ksh 2,500
Jacuzzi Only	Ksh 1,500
Steam + Sauna + Jacuzzi	Ksh 2,500
Steam + Sauna + Swimming + Jacuzzi	Ksh 3,500
Gym Only	Ksh 1,000
Swimming	Ksh 1,000 (Adult)
Swimming.....	Ksh 500 (Per Child)

Wellness Centre Pass – Terms & Conditions

1. Validity & Time Limit

- All Wellness Centre Day Passes are valid for 3 hours only.
- Time starts from the guest's check-in time at the Wellness Centre.

2. Booking & Availability

- Access is subject to availability.
- Advance booking is recommended for especial the Jacuzzi and on weekends and public holidays.
- Walk-ins will be accommodated only if space allows.

3. Late Arrival

- Late arrival does not extend the 3-hour access period.

4. Extensions

- Any time beyond the 3 hours will be charged at the prevailing rate, subject to availability.

5. Towels & Amenities

- One towel and Grown is provided per guest.
- Additional towels will attract an extra charge. Ksh 200
- Guests are encouraged to bring their own swimwear.

6. Locker Use

- Lockers are provided for personal belongings.
- The Wellness Centre is not responsible for lost or unattended items.

7. Health & Safety

- Guests with medical conditions, pregnancy, or injuries are advised to consult a doctor before using steam, sauna, or jacuzzi facilities.
- Use of facilities is at the guest's own discretion and risk.

8. Conduct & Etiquette

- Proper spa etiquette must be observed at all times.
- Management reserves the right to deny access or discontinue service in cases of inappropriate behaviour.

9. Non-Transferable & Non-Refundable

- Wellness Centre passes are non-transferable.
- Once purchased, passes are non-refundable.

10. Management Rights

- Management reserves the right to amend prices, facilities, or terms without prior notice.

Jacuzzi

- Use of the jacuzzi is strictly by prior booking. Guests are requested to book in advance or help us manage capacity and avoid overcrowding.
- We welcome you to openly discuss your likes, dislikes, concerns and health issues, or questions with your therapist before and during treatment.
- Please inform a member of staff if you are pregnant or if you have any health or offer concerns that we should be aware of while administering our services.
- Guests who have had their hair colored or bleached recently are advised to wear a swimming cap or shower cap when using the pool, jacuzzi, steam and wet treatment rooms. Your therapist will be happy to provide.
- Our Spa area is a place where people come to relax. Please respect other spa users and keep noise to a minimum. Cell phones should be on silent, and guests are requested to step into the reception or the terrace to take phone calls in order to avoid inconveniencing fellow patrons.

- Staff gratuity is inclusive in the service price of your treatment. For special recognition, patrons are free to include additional gratuities in their payments, at their discretion.
- Patrons must be 18 or older to book any spa services. Any patron under the age of 18 must be accompanied and booked in by an adult for swimming.
- Please be mindful of your valuables and use the lockers provided. For in house guests, please leave valuables in the safes provided in your rooms.
- We pride ourselves on enriching the lives of all our guests with world class treatments and services. If any of our treatments or our staff does not meet your service expectations, please request to speak with the Spa Manager.

INFINITE RESTORATION

Infinity Spa & Wellness Centre – Guest Information

Access

Infinity Spa & Wellness Centre is open to residents and all guests 18 years and above. Guests who are pregnant, living with disabilities, have allergies, or any medical or health concerns are welcome to enjoy our services. Kindly inform reception upon arrival so that the most suitable therapist and treatment can be recommended for your comfort and safety.

Spa Etiquette

Infinity Spa is a sanctuary of peace and tranquility—a place to relax, restore, and escape the demands of everyday life.

To help us preserve this serene environment, we kindly ask guests to:

- Speak softly within the spa areas
- Switch off or silence all mobile phones and electronic devices
- Refrain from taking photographs within the private men's and women's spa areas

For your full relaxation experience, we recommend arriving 30 minutes prior to your treatment if you wish to enjoy the steam and sauna facilities.

INFINITE RESTORATION

Spa Retail

Infinity Spa & Wellness Centre offers a carefully curated range of luxury and healing skincare products, along with therapeutic-grade essential oils available for purchase.

Our team will be delighted to assist you in selecting the perfect product or a thoughtful, one-of-a-kind gift tailored to your needs.

Gift Vouchers

Gift the experience of wellness.

Infinity Spa & Wellness Centre offers beautifully customized gift vouchers available in any denomination or for specific services—the perfect gift for any special occasion

INFINITE RESTORATION

Infinity Spa & Wellness Center Hours

Gym: 6am-8pm.

Steam room & sauna: 8am - 8pm

Swimming pool: 7am-6pm

Spa & salon services: 8am-8pm

Bookings And Cancellations

- To guarantee your booking, full upfront payment is required. This applies to all reservations, including large group bookings.
- All group bookings (more than 3) should pay a 50% deposit of the total cost whilst making the booking.
- Guests are requested to advise the spa reception of changes or cancellations on their bookings as soon as they can..

- All no-show appointments will be attracting a 100% cancellation fee. We recommend you arrive 10 mins before your booking time to allow time to fill in the consultation form. Showing up late for your appointment may shorten the length of your treatments with full payment expected.
- For the ideal experience, please book your treatments at least 24 hours in advance to avoid disappoints
- Please give 24 hours' notice if you need to cancel. Failure to do this will result in being subjected to a 50% cancellation fee on your next booking.
- All appointments will begin and end at their scheduled time.
- Use of the jacuzzi is strictly by prior booking. Guests are requested to book in advance or help us manage capacity and avoid overcrowding.

INFINITE RESTORATION

Loyalty Program

- At Infinity Spa and Wellness Center, we know our value comes from the goodwill of our esteemed clients.
- To show our appreciation for your patronage, Infinity offers loyalty points for every service with us, i.e., for every Ksh 10,000 spend is equally to 1 Point after 10 points earned you will get 50% off your next treatment.

Please ask your therapist for more details.

INFINITE RESTORATION

Spa Policies

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- Please be mindful of your valuables and use the lockers provided. For in house guests, please leave valuables in the safes provided in your rooms.
- We pride ourselves on enriching the lives of all our guests with world class treatments and services. If any of our treatments or our staff does not meet your service expectations, please request to speak with the Spa Manager.

INFINITE RESTORATION