

VELA Signature Escapes

Accommodation Package Terms & Conditions

Inclusions

All package inclusions (unless otherwise stated) are for 2 people only. Please see page 2 for detailed descriptions of your included experiences.

Deposit Payment

A 50% prepayment is required upon the confirmation of your booking dates. This applies only to the Immersion Retreat and Signature Escape packages.

A 100% (non-refundable) online deposit payment is required to book the Spa Experience package.

Advance Booking

All packages must be booked at least 14 days prior to arrival.

Cancellation Policy

Spa Experience Package

- Full prepayment is required at the time of booking. Canceling your reservation or failing to arrive will result in forfeiture of your deposit.

Immersion Retreat and Signature Escape packages

- Cancellations made within 7-14 days of arrival will incur a 50% cancellation fee. Cancellations made within 0-7 days of arrival will incur a 100% cancellation fee. All cancellations are non-refundable.
- You are welcome to make changes to your booking free of charge up to 7 days before arrival. No refunds will be provided for changes to your booking made within 7 days of arrival.

Booking Requests

Your preferred booking dates are subject to both accommodation availability at Crowne Plaza Hawkesbury Valley and session availability at VELA Spa & Bathhouse. Where possible, we will endeavour to accommodate your spa experience in our couples treatment room (if requested), however this cannot be guaranteed.

Package Pricing

In any marketing material, a midweek price refers to stays between Sunday - Thursday and a weekend price refers to stays between Friday - Saturday. Should you stay Saturday - Monday or Thursday - Saturday, the total package price will sit between the advertised midweek and weekend prices, dictated by the accommodation rate for the nights you have selected.

Experience Descriptions

Bathhouse Immersion

All packages include 2 hours daily access to the VELA Bathhouse, a curated thermal journey designed to ease tension, enhance recovery and calm the mind. Move freely through a sequence of warm mineral pools, dry heat sauna, infrared sauna, steam room and invigorating cold plunges, each therapy guiding your body back to a state of deep relaxation.

Float Therapy

Featured in both the Immersion and Signature packages, our float therapy experience is a deeply relaxing journey that removes gravity, allowing you to suspend in warm, magnesium-rich water. Removing all sensory input you can expect your muscles to release, the body to align and the nervous system to unwind. Your float session is 60 minutes in duration in a private float room suite. Please arrive 15 minutes before your scheduled session time.

Restore Spa Ritual

Featured in the Immersion Retreat, Restore is a 2 hour restorative spa journey designed to renew the body and calm the mind. Begin with a smoothing full body thermal salt exfoliation to revitalise the skin. A short shower rinse, followed by a deeply relaxing massage using cannabis cream provides anti-inflammatory benefits designed to ease tension and restore comfort. A customised facial to restore glow and hydration follows, with a calming scalp ritual completing this immersive experience, leaving you grounded, radiant and restored.

Awaken Spa Ritual

Featured in the Signature Escape, Awaken is VELAs most luxurious spa ritual, a 3 hour experience including scrub, body wrap, full body and scalp massage plus a Derma LED facial.

Your journey begins with a full body antioxidant refreshing exfoliant to deeply rejuvenate and smooth the skin, refining texture and restoring radiance. Your body is then cocooned in a Sapphire mineral wrap infused with natural sapphire particles to energise, illuminate, and restore balance. Followed by a flowing full body massage using aromatic Indian spiced oils and a scalp massage to release tension and reset the nervous system, reconnecting the body and mind. Your experience finishes with a DermaLED light therapy facial to revitalise the skin at a cellular level, enhancing overall luminosity and renewal.

Champagne High Tea

Hosted in the VELA Relaxation Lounge & Champagne Bar, enjoy a glass of Louis Roderer Champagne, freshly baked scones with whipped cream & strawberry jam, assorted finger sandwiches and assorted petit desserts. All accompanied by a refined selection of teas and barista made coffee.

3-Course Dinner:

Featured in the Signature Escape package only, enjoy nightly 3-course dinners at Harvest Restaurant & Bar, Crowne Plaza Hawkesbury Valley's flagship restaurant. Dinner is available from 6pm, 7 days a week.

VELA Welcome Ritual

All packages include a welcome tea experience upon arrival at VELA Spa & Bathhouse. This will be presented to you prior to your first bathhouse, treatment or float experience.

Package Gifts

Depending on your chosen escape package, you will receive a complimentary gift from VELA Spa & Bathhouse to enjoy during or after your stay. Sample gifts include:

Spa Experience - Southern Wild Co. Mini Candle

Immersion Retreat - SKEYNDOR Urban Micellar Oil Cleanser 200ml

Signature Escape - SKEYNDOR Intensive Moisturiser Cream 50ml

*Please be advised gifts may change based on availability and seasonality.