

## FAQ'S

### What type of accommodation can I choose from?

Elysia Wellness Retreat offers one, two or three-bedroom private suites with your room dependent on how many guests you are travelling with. All include a spacious lounge area and balcony overlooking the Hunter Valley.

Within each bedroom you can choose from 1 x king bed or 2 x single beds. All rooms have a private ensuite including bath.

### What type of meals do you serve?

Our meal plan is vegetarian based, organic where possible and does include fish and chicken on occasions.

We include breakfast, morning tea, lunch, afternoon tea and dinner.

At Elysia Wellness Retreat, you will be eating sensibly portioned, nutritious wholefoods at well-spaced mealtimes. Mindful eating is encouraged to help you appreciate what you have, to slow down and to be more in the moment.

Time at the retreat gives your body a rest from red meat, alcohol, caffeine, sugar and saturated fat.

### Do you cater to dietary requirements?

If you have any dietary requirements or allergies, please advise us at the time of booking so we can work with you to create an exceptional experience. Most dietary requirements can be easily catered for ie. gluten free, dairy free, vegetarian, vegan, nut intolerance/allergy.

Dietary requirements that require our kitchen team to make changes to our set menu may incur an extra charge. Should you require dietary requests outside of the above we suggest a phone call with our chef prior to arrival as surcharges may apply.

If you have a serious allergy and carry an EpiPen please be sure to bring this with you.

### What is the difference between your programs?

At Elysia Wellness Retreat we offer two check in days being Friday for our 2 night weekend program and Sunday for our 7, 5 and 3-night programs.

All of the above programs include private accommodation, meals, group activities, use of the facilities and a certain number of spa treatments depending on your length of stay.

In addition to the above, guests who arrive on Sunday will have a personalised welcome consultation, access to a wide range of wellness treatments with some of Australia's most skilled practitioners and a daily educational seminar.

### Why do I need to arrive on a certain day?

Being a Wellness Retreat we are a little bit different to a standard hotel in that we have structured programs for you that commence on a certain day of the week.

Your first day on the program provides an orientation to our retreat, which will really set out how you can make the most of your experience.

We feel that by coming in on these set days along with all the other guests really sets off the true Elysia Wellness Retreat experience. Since having changed to set commencement dates we have found that our guests are definitely benefiting from a structured welcome process (welcome consultations on arrival (Sundays) and the introductory information session which targets how to get the most out of the program) along with going home feeling much more well rested, relaxed and rejuvenated.

All guests then go through the whole process together and the support network that's built from this is truly the point that sets the success of our program apart from any other Wellness Retreat. We are very proud of this and know from past guest experience (for over 10 years now) that our set arrival days work very well.

## ARRIVAL & DEPARTURE INFORMATION FAQ'S

### What time is Check in and Check out?

**Check-in:** We invite you to arrive anytime from 12 noon onwards. You will have lunch included on your check-in day at 1:00pm, followed by an orientation tour of the property at 2:00pm.

**Check-out:** Although check-out from your suite is by 11:00am, you are welcome to stay and continue to enjoy the facilities and activities. Lunch is not included on your departure day however you may request lunch in the restaurant at an additional \$15 per person (subject to availability) or a takeaway lunch pack for \$10 per person.

### How do I get to Elysia Wellness Retreat?

If you are driving, we are approximately a 1 hour drive from Newcastle or 2.5 hours from Sydney. Undercover parking is available for you at the retreat.

### Does Elysia Wellness Retreat offer a transfer service?

Transfers are complimentary for guests staying on the 7 night Health Enhancement Program.

Guests staying on the 5 night Optimal Wellness Program can utilise the shuttle transfers for \$75 per person one way to/from Sydney and Chatswood or \$50 per person one way to/from Newcastle.

If your flights do not co-ordinate with our shuttle times or you are participating in our 2 or 3 night programs we can arrange a private transfer at a cost of \$175 per person to/from Newcastle or \$350 per person to/from Sydney and Chatswood.

For arrivals on Sunday, shuttle bus transfers are available from the following locations. Please ensure when booking flights you allow adequate time to meet the shuttle prior to departure:

# ELYSIA

## WELLNESS RETREAT

HUNTER VALLEY

**Newcastle Airport:** departing time varies by date (please confirm with reservations before booking flights).

**Sydney Domestic Airport:** departing at 9.30am.

**Chatswood Train Station:** departing at 10.15am.

And then for departure on Friday or Sunday:

**Newcastle Airport:** departing Elysia Wellness Retreat at 11.30am. Schedule domestic flights from 2.00pm.

**Sydney Domestic Airport:** departing Elysia Wellness Retreat at 11.30am. Schedule domestic flights from 5.30pm and international flights from 6.30pm.

**Chatswood Train Station:** departing Elysia Wellness Retreat at 11.30am. Approximate arrival at Chatswood 3.30pm.

### What does a typical day at Elysia Wellness Retreat look like?

Elysia Wellness Retreat will provide a detailed itinerary on a day-to-day basis, which is placed in your suite during a turndown service while you have dinner.

This will include what activities are running for the following day and their location. You can participate in as much or as little as you would like and there is generally a new activity every hour, with a mixture of high and low intensity options.

For programs commencing on Sundays, you can view a typical day on the program online.

## SPA AND WELLNESS TREATMENTS

### Can you tell me more about my treatment inclusions?

During your stay at Elysia Wellness Retreat you have access to some amazing treatments and practitioners. You can find out more detailed information on our spa menu here and our wellness menu here

Your included treatment value is \$120 per treatment, however if you would like to upgrade your inclusion you just pay the difference on check-out.

The number of treatments you have included will vary based on which program you have chosen. Our 2 night Healthy Lifestyle Weekend Program guests enjoy 1 x spa treatment and our 7, 5 and 3-night program guests will have access to 1 x wellness treatment and a sliding scale of spa treatments depending on your chosen package.

### Should I book my treatments in advance?

We highly recommend you let our spa and wellness team know your treatment preferences prior to your arrival.

Although we do ask for you to send through your treatment requests, you do not need to select days or times as we take the stress out of your day and organise all the timings and schedules for you.

### What should I pack?

- Active wear: so you can get involved in activities throughout the day.
- Joggers: hiking shoes are optional.
- Thongs/open toed footwear: for use in the day spa.
- For the cooler months we recommend warm jackets and gloves so you can take part in our beautiful sunrise tai chi comfortably.
- For the warmer months sunscreen and hats are recommended for our outdoor activities.
- **Swimwear:** so you can take advantage of our pool, spa and steam room facilities.
- **Toiletries:** we provide our Elysia Wellness Retreat hair and skin care range of shampoo, conditioner, hand and body wash, body lotion and a soap bar for you.
- Torch: for returning to your Suite after our night-time activities.

There is no need to dress up for meal times, just something you feel casual and comfortable in. We also have laundry facilities if you need throughout your visit (\$4 per load, coin operated). If you do forget anything, we have an amazing range of clothing, toiletries, books and gifts in our Elysia Wellness Retreat Boutique.

## WHAT ELSE SHOULD I KNOW?

### Do you allow technology?

During your visit we like you to be able to 'disconnect' and 'switch off' giving you space to concentrate on yourself. Mobile phones are allowed within your suite, (we understand you may need to touch base with friends and family at home and provide complimentary Wi-Fi) however are not to be used in the common areas to give yourself and our other guests a well-deserved technology break.

### Will I experience detoxing?

Elysia Wellness Retreat does not have smoking, caffeine or alcohol on site and do not allow our guests to bring these onsite. Your stay is a perfect time to give your body a rest from these substances.

We strongly recommend you reduce or cease the consumption of these in at least the week leading up to your arrival. This will reduce your detoxification symptoms and it is our experience that your stay with us will be much more rewarding if you are able to remove these substances from your diet prior to arrival.