

Spa Basics

Should I reserve my treatments?

Yes, either phone or visit the spa to book a reservation at your earliest convenience so we may accommodate your schedule.

When should I arrive?

Please arrive at the spa 15 minutes before the scheduled time to check-in and change.

What if I have special health considerations?

Please notify our Spa Manager or Receptionist before booking your treatments if you have high blood pressure, allergies, other physical ailments or disabilities, or if you are pregnant. If you have any concern at all, let us know.

What if I'm late for my appointment?

Arriving late will simply limit the time for your treatment, thus lessening its effectiveness and your pleasure. Your treatment will end on time so that the next guest is not delayed.

What do I wear during my treatment?

You may wish to wear your own bikini or briefs, or we can provide you with hygienic disposable briefs. Choose what is most comfortable for you. Our therapists will always use draping techniques to respect your privacy.

What about my valuables?

We advise guests not to bring valuables to the Spa as we do not accept liability for loss. For all other personal items we provide lockers.

What if I need to cancel a spa reservation?

The treatments you select are reserved especially for you. Guests will be charged 50% for treatments not cancelled six hours in advance.

What about payment for spa services?

You may charge spa services to your hotel bill. We accept all major credit cards (VISA, AMEX, MASTERCARD and JCB.)



Open 10am to 10pm

Chavana Spa
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A Mandara Spa Company

The Pacific Sutera Hotel

Chavana Spa opens up a whole new world of Balinese spa experiences.

We aim to harness the energy of the Balinese spirit to provide a fresh, friendly and comfortable spa encounter.

A visit to Chavana Spa will leave you feeling more relaxed, more radiant and full of youthful energy. All inspiration for Chavana Spa flows from the beautiful freshness of a Balinese garden in spring time.

An exclusive range of beauty treatments by ELEMIS, a luxury British spa and skincare brand, is available. Designed to respect the body's complex physiology, ELEMIS spa-therapies work in natural synergy with the skin, body and mind. Every treatment is specifically designed to offer a unique experience, using powerful massage sequences and the most potent actives available in the world today. Dynamic ingredients, medical grade formulas and dedicated research are all combined to provide a range of spa-therapies that offer scientific solutions to every skin, body or lifestyle concern.

If you wish to take the feeling home or continue the results of your treatment, we welcome you to visit our boutique to view the beautiful range of spa products and accessories... a wonderful way to remember your visit and great gift ideas for friends and family.

Spa Add-on

Infrared Detox Sauna 20 mins RM115
Infrared Detox Sauna Program 5 x 20 mins RM525

ELEMIS Pro-Collagen Age Defy 1 hr RM585

Tackle fine lines and wrinkles with the clinically proven* age-defying benefits of marine charged Padina Pavonica and Red Coral. Targeted massage encourages optimum cellular function for nourished, younger looking skin.

ELEMIS Superfood Pro-Radiance 1 hr RM350

A nutritional boost rich in superfoods and essential minerals designed to pack stressed, dull skin with energising, detoxifying actives. Clinically proven* to leave skin plumper, radiant and lit up with good health.

ELEMIS Sensitive Skin Soother 1 hr RM350

Fragile skin needs special attention. A soothing massage technique helps reduce the appearance of redness and protect against daily stresses. Texture and moisture levels are dramatically restored. Skin is left supremely soothed, comfortable and calm.

ELEMIS Anti-Blemish Mattify and Calm 1 hr RM350

A revelation for oily, congested or hormonal skin. This mattifying facial helps combat oil and shine, while intuitive massage helps restore micro-circulation. A deeply detoxifying treatment for clear, bright skin.

**Independent Clinical Trials.*

ELEMIS Body Nectar Nourishing Wrap - Frangipani 45 mins RM350

The velvety texture of the Monoi Oil offers super-hydration, quenching a thirsty skin. You are kept cocooned and warm while the mood-balancing aromatics and skin conditioning oils do their work.

ELEMIS Intensely Cleansing Salt Scrub - Lime and Ginger 45 mins RM350

Fragranced salt will gently slough away dead skin cells, encouraging the regeneration of new cells. It leaves a smooth and responsive canvas, ready to absorb the deeply nourishing body oil.

Gift Certificate

Gift certificate purchase is available for all spa treatments or at a value amount. Please contact our Spa Reception for further details.

Homecare & Gifts

Luxury skin and body care products along with beautiful gifts are available at our spa boutique.

Journey of the Senses 2 hrs 25 mins RM680

Immerse yourself in an unforgettable journey of the senses. Citrus Footbath ~ Lime Body Wash and Choice of Botanical Body Polish ~ Infrared Detox Sauna or Aromatherapy Floral Bath ~ Traditional Balinese Massage ~ ELEMIS Taster Facial.

Frangipani Body Glow 2 hrs RM660

Entice your body to an exfoliation with a difference. Warmed oils drizzled over your body ~ sumptuous ELEMIS Intensely Cleansing Salt Scrub - Lime and Ginger, massaged into the skin to slough away dryness ~ shower ~ embalm the body with ELEMIS Frangipani Monoi Body Oil ~ receive a relaxing mini facial whilst wrapped in the fragrant cocoon ~ Traditional Balinese Massage.

Ocean Detox Wrap 1 hr 50 mins RM530

Essentially a seaweed and clay body treatment designed to stimulate the lymphatic system, purge impurities and provide a mineral blast to the skin. A foil wrap is used to encourage the elimination of toxins, while a scalp massage manages to seemingly cleanse your mind. After a detoxifying infrared sauna session and cleansing tea, lie down, close your eyes and sink into heaven with a body massage using a purifying blend of essential oils.

Spa Discovery 1 hr 20 mins RM350

Age-old tradition combines with the finest European skincare for a deliciously relaxing experience. Traditional Balinese Massage ~ ELEMIS Taster Facial.

Heaven & Earth 1 hr 20 mins RM340

This treatment package begins with a Traditional Balinese Massage to unwind and is followed with a Refresher Facial to leave you glowing.

Chavana Massage 1 hr 20 mins RM660
50 mins RM415

Chavana's signature massage is a fusion of global techniques performed by two therapists at the one time.

Traditional Balinese Massage 1 hr 20 mins RM360
50 mins RM225

Passed down through the generations this massage is designed to loosen tight muscles and improve energy flow through the body.

Muscle Ease Massage 1 hr 20 mins RM360
50 mins RM225

A deep tissue massage that relaxes the tired muscles, easing muscular tension and stress related knots.

Asian Foot Massage 50 mins RM205

Inspired by a selection of different Asian massage styles, this combination of strokes stimulates circulation, relieves tired and painful feet.

Express Massage 30 mins RM120

For those of you on a tight schedule, this short but effective massage will help to relieve tension and stress.

Purity Facial 50 mins RM225

Using fresh ingredients prepared daily in the Spa kitchen. This facial treatment delivers cleaner, healthier and smoother skin.

All prices are quoted in Ringgit Malaysia and inclusive of 6% Service Tax. Rates are subject to change without notice.