



## FAQ - Frequently Asked Questions

### How does *flyspa* work?

*flyspa* allows you to book a professional massage in just a few clicks, wherever you are.

Choose your massage type, indicate your location and desired time. A qualified therapist will travel directly to your home, hotel, or office with all the necessary equipment.

### Where are massages available?

*flyspa* operates directly at your chosen location throughout the Lake Geneva region, from Geneva to Montreux:

- at home
- at hotels
- at the office
- at private or professional events

We have about ten partnerships with hotels along the Lake Geneva region, where you can book a *flyspa* massage via our platforms, without staying there.

Availability depends on your location and the therapists present in your area.

### What types of massages do you offer?

*flyspa* offers various types of massages, including:

- relaxing massage
- deep tissue massage
- sports massage
- anti-stress massage
- prenatal massage
- Thai massage
- reboutology
- therapeutic massage
- specialized chair massage (for corporate clients)
- duo massage

The exact list may vary depending on available therapists.



## Who are *flyspa* therapists, known as *flypros*?

All therapists are **professional and experienced**, carefully selected and **employed by *flyspa***.

They hold advanced qualifications (minimum 150 hours of training in anatomy, physiology, and pathology, then a minimum of 150 hours of training per massage technique, and at least 3 years of experience). A majority are ASCA and/or RME accredited.

## Can I be reimbursed by my supplementary insurance?

Most of our therapists have ASCA and/or RME accreditation. If applicable, this mention appears next to their first names on our platforms.

This normally makes you eligible for reimbursement by your supplementary insurance; however, it is recommended to confirm directly with your insurance provider to avoid any unpleasant surprises. Indeed, some insurance companies only recognize ASCA or only RME, and sometimes even only certain therapists of their choice with ASCA or RME accreditation.

## What should I prepare before the massage?

Nothing in particular. The therapist brings **the massage table, oils, and all necessary equipment**.

You simply need:

- an area of approximately 2 m<sup>2</sup>
- a calm and comfortable environment
- two towels

We recommend showering before a massage, ventilating the room where the massage will take place, and notifying us before the treatment if you feel unwell.

## How long does a session last?

The duration depends on the chosen massage.

The most common formats are:

- 60 minutes
- 90 minutes (popular)
- 120 minutes

For corporate turbo-massages, on a specialized chair, a treatment lasts 15-20 minutes (clothed, without oil).

How much does a *flyspa* massage cost?

The rates for home treatments are as follows, regardless of the type of treatment chosen (there are no hidden fees):

- 1 hour = CHF 140 (incl. VAT)
- 1 hour 30 minutes = CHF 190 (incl. VAT)
- 2 hours = CHF 240 (incl. VAT)

Rates in our partner hotels vary depending on the chosen establishment and can be found on our platforms.

To find out our rates for corporate turbo-massages, please contact us at 022 548 33 37, or by email at [info@flyspa.ch](mailto:info@flyspa.ch).

I work in a hotel, how can I collaborate with *flyspa*?

We offer simple and flexible solutions for collaborating with hotels based on their challenges, and we provide preferential rates allowing hotels to earn commissions on each treatment. For more information, please contact us at 022 548 33 37, or by email at [info@flyspa.ch](mailto:info@flyspa.ch).

**A platform developed by *flyspa* is made available to reception for complete independent direct booking.**

How far in advance should I book?

*flyspa* allows bookings **in advance or last minute.**

In some areas, a therapist may be available **in less than an hour.**

Can I modify or cancel my booking?

Yes. Modifications and cancellations are possible according to the conditions indicated at the time of booking.

Are massages suitable for businesses?

Oui. *flyspa* propose également des **services pour les entreprises**, principalement le turbo-massage, habillé, sur chaise spécialisée et d'une durée de 15-20 minutes.

***flyspa* est-il disponible pour les hôtels non-partenaires de *flyspa* et les touristes?**

Absolutely. *flyspa* is particularly popular in hotels and residences for offering a **premium wellness experience directly in the room.**

How to pay?

For individuals, payment is made directly via the platform during booking, in a **simple and secure** manner. We offer a wide range of payment methods such as **TWINT, Visa, Mastercard, American Express, PostFinance Cards, PostFinance Pay, and Debit Cards.**

For our partner hotels, bookings are made without payment and autonomously. An invoice is sent at the end of the month with the cumulative orders for the month, minus the commissions earned by the hotel.

Updated on **April 7, 2026**

