



General Information

Opening Hours	10:00 AM - 8:30 PM daily (last booking at 7:30 PM)
Location	Level 2, No. 5A Tong Huu Dinh Street, Thao Dien Ward, Thu Duc City, HCMC.
Payment Methods	All forms of payment are accepted.
Parking	Follow the instructions of the Security Staff for parking in the alley in front of An's. Please inform us in advance so we can reserve you a spot.
Reservations	You are welcome to make a reservation via: <ul style="list-style-type: none">• Hotline +84 901 351 331• Facebook/ Instagram• Website
Do I have to make a booking before coming?	We recommend making reservations at least two to three hours in advance, especially for groups of three or more or specific therapist requests. Walk-ins are welcome but availability isn't guaranteed.
Cancellation policy	Cancellation incurs no fee. Please provide us with at least an hour's notice if possible, so we can accommodate others. No-shows may result in an inability to book future appointments, but walk-ins are always welcome.
Does An's Spa has branch?	While there are many An's Spa locations, we currently operate only at one location with no branches.



Service

What is the age requirement for receiving services at An's Spa?	We welcome guests of all ages, but minors under 16 must be accompanied by a parent or adult.
What products are used in our head spa and body massage sessions?	We exclusively use Oway products for hair services and GERnétic products for massages, both known for their gentle ingredients. With no other brands used, we ensure a consistent, high-quality experience for your peace of mind.
Do I have to share a massage room with others if I come alone?	We prioritizes your privacy, ensuring that every customer has their own cozy space for a truly quality me-time. Even if you come alone, the whole room is yours to use.
What are An's Spa hygiene standards?	We uphold strict hygiene standards. Everything, from the bathroom to the bed you use, is thoroughly cleaned and sanitized. Towels and drapes are replaced after each massage.
Can I shower before/after my massage service?	You're welcome to shower. Please inform us if you plan to shower before or after your session. As a boutique spa with limited rooms and therapists, showering might extend your visit, particularly before the session, affecting our scheduling.
Is An's Spa a space friendly to English speakers?	An's Spa is foreign-friendly with a bilingual menu in English and Vietnamese. Receptionists are fluent in English, while therapists understand spa jargon despite limited English proficiency
Does An's Spa serve male guests?	Male guests are welcome in all of our services; however, as we are a women-friendly spa, we only serve male guests in the massage room when they are accompanied by another female guest.



Spa Etiquette

Should I leave a tip?	<p>Tipping isn't mandatory, but if you choose to, please give it directly to our receptionist.</p> <p>The full amount will go to our therapists.</p>
What happen if I came late for my appointment?	<p>Arriving late may affect other customers' reservations. Please notify us in advance if you're running late (around 10-15 minutes) to help us better accommodate your needs and maintain a fulfilling experience for you and other visitors</p>
How early should I arrive for my appointment?	<p>Please aim to arrive 5-10 minutes before your appointment. However, arriving too earlier may clash with other appointments. For rescheduling to an earlier time, call or text us to check availability.</p>
Is it ok to use cell phone at the Spa?	<p>It is spa etiquette not to use your mobile during your massage session. This allows our therapists to perform better when you are in the proper posture and respects the quiet environment for other customers. If needed, keep your phone on mute and avoid calls or voice messages.</p>
What to expect for first time spa-ing at An's?	<p>Kindly reserve in advance. When you arrive, inform our restaurant staff of your reservation, and wait for the An's Spa receptionist to guide you upstairs*. Complete a brief new guest survey. After all that, your quality me-time with us shall begin. *Please avoid going upstairs alone; An's is like a home, so announce your arrival upon entering.</p>