

Difficulty booking appointments

Long waiting times

Inconsistent service quality

Lack of personalization in treatments

Limited availability of appointment times

High prices for services

Uncomfortable waiting areas

Lack of cleanliness in facilities

Unfriendly staff

Poor communication about services and pricing

Unorganized scheduling

Limited availability of popular treatments

Overcrowded facilities

Lack of privacy during treatments

Inexperienced or untrained staff

Uncomfortable treatment rooms

Lack of relaxation during treatments

Limited amenities (such as robes, slippers, etc.)

Pushy sales tactics for products or additional services

Limited options for customization of treatments

Inability to accommodate special requests or needs

Lack of follow-up after appointments

Inefficient check-in and check-out processes

Unpleasant scents or odors in the spa

Inconsistent temperature control in treatment rooms

Lack of information about spa services and products

Limited availability of parking

Difficulty finding the location of the spa

Limited options for payment methods

Lack of transparency in pricing

Inadequate communication about spa policies

Lack of guidance on post-treatment care

Limited availability of relaxation areas

Inconvenient location of the spa

Limited options for refreshments or snacks

Difficulty reaching staff for inquiries or issues

Lack of educational resources on wellness and self-care

Inconsistent availability of experienced therapists

Limited options for group bookings or events

Inability to accommodate specific dietary restrictions or allergies

Limited options for gift certificates or packages

Uncomfortable or outdated furniture in common areas

Inadequate soundproofing in treatment rooms

Lack of variety in treatment options

Inconsistent product quality used during treatments

Limited options for add-on services or enhancements

Difficulty rescheduling or canceling appointments

Inadequate information about spa membership or loyalty programs

Limited options for post-treatment amenities or products

Lack of information about the qualifications and experience of staff members