

Offer a reset in **two sentences**.

A guest seems tired, wired or says they can't switch off. Notice, ask, then offer.

You might hear

- "I can't sleep here."
- "I need a holiday from my holiday."
- "I just can't switch off."

You might see

- Coffee at 4 pm, breakfast skipped
- On the phone at the pool all day
- Tired at checkout after a long stay

Ask

"How are you sleeping here? Some guests find it hard to switch off in the first days."

Offer

"We run a three-night reset with our partner clinic: meditation, a light and sound session and a short stress check. Shall I book it for you?"

Offer, don't **diagnose**.

You describe an experience. Health questions go to the clinic.

Do

- ✓ Describe what the guest will do and feel
- ✓ Offer a choice, never push
- ✓ Pass health questions to the partner clinic

Don't

- ✗ "It sounds like burnout." No labels.
- ✗ "This will fix your sleep." No promises.
- ✗ Share guest details without their consent

If they mention a health problem

"That sounds like one for a doctor. I can book you with our partner clinic today."

OUR PARTNER CLINIC

Clinic

Booking line

Emergency medical

1669

Mental health hotline

1323