

# SPA ETIQUETTE

## SPA ARRIVAL

You are encouraged to arrive 30 minutes prior to your appointment to enjoy the exclusive facilities at The Spa. Please understand that late arrivals may result in a reduction of treatment time. You are also welcome to use the facilities following your treatment.

## SCHEDULING AN APPOINTMENT

To ensure your preferred time and treatment is available, we recommend booking your appointment in advance. Our specialist reservations team is available to guide and assist you in selecting the most suitable treatment. Please note that we do have both male and female therapists. If you have a preference, please let us know at the time of booking so we can do our best to accommodate your preference.

## DURING YOUR SPA VISIT

Please respect all Spa Guests' right to privacy and serenity. In light of this, The Spa is a cell-phone, pager and smoking free zone.

Our locker/steam room facilities for male and female clients are separate, and, therefore, the use of swimwear is optional and of personal preference. Our heated pool and heated conversation tubs are coed and swimwear is required.

During your massage, body treatment or facial, undergarments are not recommended but may be worn basis your personal preference. The therapists will adjust their techniques as needed to work around the garments.

The Spa will provide robes, slippers, towels and all amenities required for use during your visit.

## AGE REQUIREMENT

The minimum age requirement for access and treatment in The Spa is 18. Parental consent is required for ages under 18.

## GRATUITY

Our menu prices do not reflect gratuity. However a 20% auto gratuity will be added to your bill at check out for your convenience.

## CANCELLATION POLICY

We require a credit card number to reserve your appointment. We take all major credit cards except American Express. A 100% cancellation/reschedule charge will be incurred for any treatment or service not cancelled/or rescheduled a full 24 hours prior to an appointment, 48 hours prior to a full day spa retreat and a full 7 days prior to large group events.

## HOMECARE

To continue your spa regime and experience at home, all products used in the treatments can be purchased from The Spa reception.