



SPA ARRIVAL

Please arrive 15 minutes prior to your service. This allows you to fill out a health assessment form, change into a comfy robe and slippers and relax before your treatment.



PROMPTNESS

If you are running late, please give us a call. We will do our best to accommodate late arrivals, however our appointments are booked by appointment only, and on our busy days (which is most days!) we are booked back to back – thus a late arrival will result in the services being customized to fit the remaining appointment time (full service fee will apply).



CELL PHONES

Remember you're in a No Cell Zone. Please make sure your cell phone is turned off and placed safely inside your locker. Cell phones can be very distracting even on vibrate and since all phones now have cameras, it can raise privacy concerns among others visiting the spa.



CANCELLATION POLICY/NO SHOWS

Please keep in mind that “No-shows” or last minute cancellations leave our therapists with empty appointment times, as well, we may have had to turn away other clients that could have enjoyed that appointment. Clients that do not honor their appointments will be charged the following cancellation fees:

Individual Appointments: We require 24 hour notice for altering, cancellations or rescheduling.

Multiple or Side by Side Appointments: We require 48 hour notice for altering, cancellations or rescheduling.

Private Parties / Groups: We require 24 hours per person to a maximum of seven days’ notice for altering, cancellations or rescheduling for the entire group and 48 hour notice for individual attendees.



CHILDREN

We love kids, but the Spa is a place where Moms and Dads come to rest and recharge their batteries. So please, make baby-sitting arrangements in advance and come enjoy the Spa without your little ones. *Must be 18 years and older.*



SPA DINING

Enjoy a light lunch from our award winning Chef in our Quiet Room.



AMENITIES

We offer a coed and women’s only infrared sauna. Relax while sipping a tea or infused water in our Quiet Room before or between services. Enjoy a magazine or close your eyes for a bit of “me time”.



HEALTH AND COMFORT LEVEL

Please notify us before booking treatments if you are pregnant, have allergies, high blood pressure, and any other physical ailments or need assistance. This will prepare our staff in advance so we may provide the best possible treatment for you. When receiving your treatment, the technician will address your needs based on your personal assessment.



INDOOR VOICE

Speaking at low levels will ensure everyone remains in a relaxed state and help you get there too. Many visit the spa to reflect or meditate and may wish to shy away from conversation. Groups are encouraged to arrange a private space should you wish to “Get the Party Started” at The SPA.



WHAT TO WEAR

Wear what makes you feel comfortable as you will change into a terry robe and pair of slippers. Draping is performed during your treatments, however, feel free to leave your under garments on or if preferred a pair of shorts.



GRATUITY

In appreciation of outstanding service, gratuities may be given at your discretion.



PARKING

Parking is located across from the Hotel/Spa entrance. It is a "Pay and Display" lot. The cost is \$2.00 per hour/ Maximum daily rate \$12.00 (6am-6am)



PERSONAL ARTICLES

Every client is provided a personal locker, however, the SPA is not responsible for lost or misplaced items.