

POLICIES

APPOINTMENTS

We recommend booking your spa appointments in advance to ensure the desired time is available for you. To secure your appointment, a credit card number is required at the time of your booking.

ARRIVAL

We suggest that you arrive at least 45 minutes prior to your scheduled appointment time. This will allow ample time to check-in, change, relax, and enjoy all of our wonderful amenities before your treatment.

AMENITY USAGE

Non-hotel guests who have a spa or salon service can use the resort pool and fitness center for a nominal fee. Hotel guests wishing to use our full service spa amenities may purchase a day pass Monday – Thursday, based on availability at management discretion.

ATTIRE

Robes, slippers, personal locker, and towels are provided for all Spa Guests. To enjoy all of our beautiful spa amenities, please bring your swimwear and appropriate fitness attire. For treatment, disrobe to the level of your comfort, and our licensed therapists will ensure you are securely draped, assuring privacy at all times.

CANCELLATION

Treatment times are reserved especially for you. We kindly request that cancellations or changes to appointments be made at least 24 hours in advance for single services and 48 hours in advance for multiple treatments. A 50% charge will be applied to your credit card for failure to follow this policy. No show appointments will be charged in full.

LATE ARRIVAL

As a courtesy to all of our guests, late arrivals will only receive the remaining available appointment time and will be charged the full-service fee.

PREGNANCY & SPECIAL HEALTH CONSIDERATIONS

Please notify us while booking your service if you have high blood pressure, allergies, any physical ailments, or special needs. If you are pregnant, please make us aware of your due date as that would affect your choice of services.

AGE REQUIREMENT

All spa guests must be 18 or older to enjoy the spa and fitness center.

ELECTRONICS

In consideration of our other guests, we ask that you turn off your cell phone or any other electronic devices before entering the spa, and leave them secured in your locker throughout your visit.

SERVICE CHARGE

A 20% service charge will be automatically added to your bill. Gratuities are at your discretion and should reflect satisfaction with your service.

GIFT CARDS

Spa Gift Cards are a wonderful way to give the gift of wellness, relaxation, and renewal. Please inquire at the front desk for guidance in selecting the ideal gift.

VALUABLES

Please do not bring or leave valuables in the Facility or lockers. We are not responsible for any theft or loss of personal property, including jewelry or other personal items.

