

SPA ETIQUETTE

It is recommended to arrive at least 30 minutes before your spa treatment to settle in and relax in the vapor cave, or soak outside in the hot springs pool while taking in the spectacular mountain views. Please allow 10-15 minutes of cool down time before your treatment begins to insure your body returns to a comfortable temperature. Your therapist will meet you in the downstairs spa area and escort you to your massage room.

Upon arrival a robe and towel will be supplied for use during your stay at the spa. The spa is a place of tranquility, therefore please refrain from using a cellphone.

A late arrival will limit your time of treatment, lessening its effectiveness. Appointments must end at the scheduled time so as not to delay the following guest's appointment.

During your session you will be professionally draped at all times. Most body treatments are enjoyed without clothing, however your comfort level is important.

Your therapist will inquire about areas of the body that are injured, sore or tense.

Relate any medical conditions such as pregnancy, high blood pressure, headaches, heart conditions, allergies, or recent surgeries.

If you are suffering from a contagious illness or skin rash please advise your therapist before beginning.

If the room temperature, massage technique, massage pressure or volume of music is not suitable, please communicate to your therapist to improve your experience.

It is important to hydrate before and after your spa service.

Gratuity is not included in the cost of your treatment and may be added at the end of your service.

Spa Cancellation Policy:

All services booked are guaranteed with a valid credit card. We ask that you give us 8 hours advance notice should you need to reschedule or cancel your spa service. No- shows and cancellations made less than 8 hours before the scheduled time will be billed in full.