

Spa Etiquette



Arrival

Please arrive 15 minutes prior to our appointment time to prepare for spa treatment(s). Arriving late will limit the time of your service, as we complete each experience punctually so the next client will not be delayed.

Valuables & Electronics

Our spa is an electronic free area. Please leave any electronic devices on silent and in your spa locker at all times. Your cooperation in providing a tranquil environment is greatly appreciated. Please note... the spa is not responsible for lost or stolen articles, therefore we ask that you leave any valuables at home or in your hotel room.

Children

Children are welcome to partake in our spa treatments. It is also our policy that we do not allow children to accompany parents to spa their appointments to ensure a tranquil experience to every guest.

Any children partaking in spa treatments under the age 16 must be accompanied by an adult at all times.

Cancellations

We have a 24 hour cancellation policy. Failing to cancel within 24 hours would result in a full charge. For groups of 6 or more, we require 72 hours' notice. If you should need to cancel your appointment(s) please contact us via email or you can call toll free at 1-888-209-1001.

Amenities

Once in the spa you will be provided with a fresh robe and spa sandals. You will be supplied a locker and key for your belongings. There are showers and steam rooms located inside the change rooms for your use. Use of the hotel pool and hot tub is complimentary with your Spa booking. If you are not a guest of the hotel, valet will provide parking free of charge.

Gratuities

Gratuities are left to your discretion. If you wish to leave a gratuity the spa reception can assist you at the time of payment.

For More Information or Further Assistance Please Call: 1 888 209 1001