

Frequently Asked Questions



Q: Do you provide spa lunch with your packages?

A: Guests are welcome to order room service to the spa at any time during their treatments

Q: Where do I park/ Do I pay for parking?

A: Parking is provided by valet at the main entrance of the hotel and is complimentary to spa guests.

Q: What other amenities does the spa offer?

A: Guests are welcome to enjoy steam rooms located inside of our change rooms as well as the hot tub or pool located on the same level. Refreshments are offered in our cozy spa lounge before and after treatments.

Q: Does the spa provide robe and slippers?

A: Yes! When we welcome you into the spa for your treatments all guests are provided with a robe and sandals for the duration of their stay.

Q: Can kids use the facilities/services?

A: The spa offers a series of youth services for young spa guests. Any children partaking in spa treatments under the age 16 must be accompanied by an adult at all times.

Q: Do you provide RMT receipts.

A: Yes! We provide a receipt for massages performed by an RMT in order for you to claim your massage on your medical benefits. Please request a RMT receipt at the time of booking.

Q: Am I able to make an appointment if I am not staying in the hotel?

A: Yes! Anyone is able to make a spa appointment even if they are not staying at our location.

Q: Do you serve alcohol?

A: Unfortunately we are not currently licensed to serve alcohol within the spa.

Q: Do you take walk-ins?

A: Yes, we take walk in appointments any time we are able to accommodate them, however we would encourage guests to book in advance to guarantee availability and secure a preferred appointment time.

Q: Can I request a male or female therapist?

A: Yes, when booking our appointment please let the receptionist know our preference

Q: Where do I store my belongings, jewelry and/or valuables?

A: You will be provided a locker to store your personal belongings. Before departing the Spa, please ensure that you have collected all personal items from your locker and the pockets of your bathrobe. Please note... the spa is not responsible for lost or stolen articles, therefore we suggest you leave any valuables at home or in your hotel room.

Q: What is your cancellation policy?

A: Is under Spa Etiquette

Q: How early do I have to arrive before my appointment?

A: Is under Spa Etiquette

Q: If I am running late for my appointment will I still receive my full service time?

A: Is under Spa Etiquette

Q: Do you accept US dollars and third party gift cards?

A: Yes, we do accept US dollars. Please be aware that the exchange rate is subject to change day to day as the market fluctuates. Please note we do not accept WaySpa or SpaFinder gift cards as payment.

Q: Where is Serenity Spa located?

A: We are located on the lower level of the Marriott Niagara Falls Fallsview Hotel & Spa