



DAY SPA FAQ

WHAT SHOULD I WEAR FOR MY DAY SPA EXPERIENCE?

We suggest you wear loose comfortable clothing, easy to take on and off and open toes sandals to safeguard your polish after the pedicure.

WHERE DO I PUT MY JEWELRY AND VALUABLES WHILE HAVING SERVICES?

Please leave your valuable jewelry and belongings at home. We provide a secure locker for your clothing and handbag. Please do not put any valuables in robe pockets, on treatment room counters or at the bottom of your locker. They are easily forgotten in your relaxed state.

MAY I HAVE MESSAGES AND OTHER SPA TREATMENTS WHILE I AM PREGNANT OR RECEIVING MEDICAL TREATMENT?

Massage during the first three months of pregnancy is not advised. After the first trimester, massage can be beneficial to both mother and baby. Contoured body cushions and other positioning techniques ensure your safety and comfort through out the massage. Chemical and AHA peels are not recommended during pregnancy. If you are experiencing any nail fungus or a disease affecting the condition your feet, we urge you to make contact with a podiatrist before having a pedicure.

And finally, if you have any serious medical conditions for which you are currently being treated, please consult your physician prior to scheduling and/or receiving spa services. In some cases, we may ask for a written authorization from your physician.

WHAT TYPE OF MASSAGE WILL I RECEIVE?

Our certified practitioners combine a variety of massage disciplines. Please supply your practitioner with thorough information about your health and comfort. This will allow your practitioner to perform the massage best suited to your needs. Deep tissue massage is presented at your initial massage along with an individualized recommendation for future visits.

I EXPERIENCE SORENESS IN CERTAIN AREAS OF MY BODY AFTER A MASSAGE. CAN THIS BE AVOIDED?

It is very important to discuss the degree of pressure you prefer *prior to and during* your massage. If you are particularly sensitive, your practitioner will adjust the pressure to fulfill your needs - thus reducing the risk of pain after the service. Keep in mind that muscles, joints and ligaments react to stress by constricting (i.e. lightening up) and as a result are likely to be tender until massage becomes a customary part of your overall wellness program. You may experience some slight discomfort, but the principal goal of every massage session is to impart a peaceful and satisfying experience.

WHAT WILL I BE WEARING DURING MY MASSAGE?

You may undress to your own level of comfort. It's important to mention that to receive the most effective results from your session, undergarments should be removed. You may however leave on any undergarment that makes you feel more at ease. You will be properly draped at all times using standard professional massage protocol.

SHALL I REMOVE MY MAKE-UP BEFORE HAVING A SKIN CARE TREATMENT?

Many of our guests arrive for skin care treatments directly from work or other activities. Cleansing the facial skin is part of a facial service; therefore, it is not necessary to remove your make-up before arriving. A cosmetic application is included in some of our packages. If a cosmetic application *is not* included in your package and you desire one, please book this service at the same time you schedule your Day Spa package. As a cost free alternative, you're also welcome to use our cosmetic display area in the spa to freshen up after your relaxing day.

WHAT IF I HAVE SENSITIVE SKIN OR ALLERGIES TO CERTAIN PRODUCTS OR INGREDIENTS?

If you have any known allergies, please make note of them on the questionnaire(s) you will be asked to complete. It is also a good idea to make verbal reference of this fact to your technician before the commencement of your service. In the event you have life-threatening allergies, please consult your physician prior to scheduling and/or receiving spa services.

I HAVE ARTIFICIAL NAIL OVERLAYS. WHAT KIND OF MANICURE WILL BE PERFORMED?

While scheduling your Day Spa package, please inform the Guest Service Representative as to the type of artificial nails you wear. Your '*manicure*' will be scheduled with a nail technician experienced in that specific application. In place of the manicure, you will receive a freshening service specifically suited for artificial nails. This is not an artificial nail fill service. However, one may be integrated into your Day Spa package for an additional fee. Please make this request this while scheduling your package if this is your intent.