

1. What should I wear for my spa experience?

For your convenience, you have the option of wearing Simonson's spa-wear which consist of a generously sized kimono-style jacket and Capris - or your own clothing. If you wear your own clothing, we suggest loose-fitting, comfortable garments that are easy to take on and off. You will receive a pair of our signature cotton velour slippers to wear during your spa experience and take home with you; some guests choose to bring their own open toed sandals to wear home to safeguard their polish if receiving a pedicure service.

2. Where do I put my jewelry and valuables while having services?

Please leave your jewelry and other valuables at home. Upon request, we will provide a secure locker for your personal belongings. Please do not put any personal belongings in spa-wear pockets, on treatment room counters, or the bottom of your locker. They are easily forgotten in your relaxed state.

3. If I'm pregnant or receiving medical treatment, can I receive massage and other spa treatments?

In general, 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 throughout the massage. If you are in your second or third trimester and wish to partake in a spa package that includes a massage, please alert the guest service representative scheduling your package to include a "Pregnancy Protocol add-on". A modest fee of \$10 will accompany this request. Chemical facial peels are not recommended during pregnancy. If you are experiencing any nail fungus or a disease affecting the condition of your feet, contact a podiatrist before scheduling 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 a spa package. In some cases, we may ask you to sign a consent form stating that your physician has authorized you to receive said services.

4. What type of therapeutic massage will I receive?

You'll enjoy our RELAXATION massage protocol during your spa experience. Our certified practitioners combine a variety of massage disciplines to impart a peaceful and satisfying experience. Please provide your practitioner with thorough information regarding both your health *and* comfort during the service.

5. Will I feel sore or achy after receiving a massage?

It is very important to discuss the degree of pressure you prefer *prior to* and *during* your massage. Your practitioner will adjust the pressure to meet your comfort level - thus reducing the potential of discomfort after the service. Keep in mind that muscles, joints and ligaments all react to pressure by constricting (i.e. tightening up) and as a result may be tender until massage becomes a customary part of your overall wellness program. Again, while some slight discomfort is possible, the principal goal of every massage session is to impart a peaceful and satisfying experience.

6. 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. However, you may leave on any undergarment that makes you feel more at ease. You will be properly covered at all times using standard professional massage draping protocols.

7. Should I remove my make-up before receiving a skin care treatment?

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

8. What if I have sensitivities or allergies to certain product ingredients?

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

9. If I have artificial nails and/or extended-wear professionally applied gel polish, can I substitute another service for the manicure in my spa package?

No, spa packages are not eligible for substitutions. If a spa package does not meet your wishes, please schedule services individually to create an experience unique to you.

10. What if I would like to modify the spa package I am receiving?

Spa packages are not eligible for substitutions. If a spa package does not meet your wishes, please schedule services individually to create an experience unique to you.

Guests wishing to schedule services in addition to their spa package may certainly do so. Please note that additional or add-on services are subject to standard pricing.

SIMONSON'S METRO LOCATIONS

Coon Rapids | 3490 Northdale Boulevard | 763-427-0761

Plymouth | 2855 Glacier Lane | 763-550-1121

Maple Grove | 13950 Grove Drive | 763-494-4863

SIMONSON'S's promises to serve you joyfully and peacefully, knowing that right thoughts and efforts, ultimately bring about right results. If there's a better way, we'll strive to find it.