

Spa Etiquette

Before Appointment(s)

You have an appointment. Now make sure to confirm it. Not only is this a polite way to let the spa know that you intend on keeping your appointment, it is also a good way to make sure there are no appointment mix ups (it happens).

Cancellation Policy: We understand that unanticipated events happen occasionally in everyone's life. It is our desire to be effective and fair to all clients. Your care and treatment is a priority to us and we strive to provide excellent care to you and all of our clients but we also ask that you respect our specialist's time and expertise as well.

You may cancel an appointment(s) at no charge 48 hours before your appointment(s) date/time.

If the client misses an appointment without contacting us, it is considered a "No Show" appointment. If you are late for your appointment, your session will be shortened accordingly as we will have another session to prepare for after yours. Additionally, if the client is more than 15 minutes late for an appointment it will be considered a "No Show" appointment and need to be rescheduled. After a client receives one (1) "No Show" appointment, any "No Show" after that will result in a full-price charge for that visit.

We require a valid credit card to put on file to reserve your appointment. The card will only be charged if you fail to show up for your appointment after already receiving one (1) "No Show" appointment. If you do not wish to provide a credit card, we cannot reserve your appointment. If you are using a gift card and don't show up for your appointment, the charges will be deducted from your gift card.

Grooming: If body hair is a concern, you can choose to shave/wax **the day or night before**. Shaving/waxing on the day of your appointment can leave skin too sensitive for body treatments. Though, body hair is NEVER a concern for our team of professionals.

Day of Appointment(s)

Eat light. Drink water but not excessively—having to go to the bathroom every 30 minutes disrupts the treatment. Avoid getting your (alcoholic) drink on right before or after treatments—it's dehydrating.

Hygiene: Shower beforehand, day of or right before your appointment if your schedule allows.

Arrival: Please remember when you arrive at the Spa that services are in session and that loud noises are disruptive. Please arrive 15-20 minutes early to allow time to fill out forms, and enjoy your surroundings. Arriving late adds stress to your therapist who is trying to give you a complete treatment, and will result your session being shortened to stay on schedule for our next appointment. Download our health forms if you'd like to fill them out ahead of time and bring them along. Warm up your muscles with a complimentary 10-minute infrared sauna session, have some tea and get into a mindful state for your treatment. A robe and slippers are provided for every sauna session to ensure cleanliness in our spa, we require you keep them on through your stay. **No nude sauna sessions.**

Keep Calm & Unplug: Beeps, buzzes, calls and streaming videos (yes it happens) kill the Zen spa vibe, so leave your cellphone in your vehicle or on silent while at the spa. Digital detox is an important part of the relaxation experience.

During Appointment(s)

Be vocal about the your preference for room temperature, music choice and volume, and massage pressure. Be sure to mention injuries or physical conditions. Massage therapists and other service providers want to provide an optimal experience, so **verbal communication during the session is necessary** to ensure an enjoyable session. Maybe you want a gentler touch on the massage table, need hypoallergenic products or prefer subtler scents. It's important to tell your therapist what you WANT and NEED.

Put your chin down and close your eyes. Staring at the ceiling locks muscles in back of the head. Try not to hold your arm, leg, or neck up to be massaged. It stiffens muscles.

Relax, you're in good hands. Zen out.