

## **Paradise Cabins Spa Etiquette**

To maintain the tranquil environment of our spa, we ask that you are respectful of others' privacy, speak softly, and deactivate any disruptive communication devices, such as cell phones or pagers.

**What to wear:** We will provide you with a robe and slippers to wear while visiting our spa facility and you will be assigned a locker to store your personal belongings. During your treatment, it is recommended that you experience body services without clothing. Our therapists are professionally trained and will ensure a level of comfort by appropriately draping areas of the body that are not a focus of the treatment. We require that swimming attire be worn in all co-ed areas and sauna facilities.

**Storing Valuables:** All lockers will have a lock, but if you feel more comfortable, we recommend that you leave valuable personal items in your cabin.

**Appropriate Arrival Time:** If this is your first visit, please arrive at least 30 minutes prior to your treatment to allow yourself time to check in, change your clothing, and relax in our lounge or sauna facilities. At a minimum, we recommend a warm shower and glass of water before your massage and request that you are ready to be greeted by your therapist 5-10 minutes before your scheduled appointment. \*\*If a late arrival is unavoidable, please call to notify the spa when possible. Arriving late will simply limit the time for your treatment, as we must complete your service by the designated end-time in order to appropriately accommodate the next guest.

**Canceling a Reservation:** We request that all guests using the spa extend a 24-hour cancellation notice. If less than 24-hours notice is given, a service charge may be posted to the credit card number noted at the time of booking.

**Treatment Selection:** A full menu of treatment offerings is listed on the other side. If you feel you would like assistance in choosing a service, we recommend calling us. A discussion with us can often help you decide between specific types of treatments depending on whether your goal is simply relaxation or more therapeutic in nature. For health concerns or if you are pregnant, please be sure to notify our spa staff when booking your treatment. Our reservationists can offer guidance as to which treatments will be the most beneficial, and those that should be avoided due to physical limitations or sensitivity.

**Sauna Time:** Steaming rock sauna is a beneficial facet of the spa experience, but should always be used in moderation. Proper usage time will vary, but there are some general guidelines that most individuals who are in good health can follow. If looking to warm and relax your muscles, we recommend 12-15 minutes in the dry heat of the sauna. Adding water to the rocks in the sauna will add to the experience by creating the effective opening of pores and awakening the respiratory system.

**Alcoholic Beverages:** We recommend that you do not consume alcohol during or immediately after your spa treatments.

**Gratuities:** Our spa staff is dedicated to exceeding your expectations and creating a memorable spa experience. Gratuities for these efforts are greatly appreciated and can be either given directly to the staff member, or extended at the front desk of the lodge and spa facility. Standard practice for excellent service ranges from 15-20% gratuity.

**Payment:** We accept all major credit cards, traveler's checks and cash. Payment is requested at the end of your spa experience, prior to leaving the facility. Gift certificates for a specific dollar

amount or treatments are available at the front desk.

**Age Minimum:** Guests must be at least 16 years of age to experience a spa treatment or use spa facilities.