

*Spa*

FREQUENTLY ASKED QUESTIONS

Who will assist me in the selection of my treatments?

One of our Spa receptionists will help you plan the perfect spa experience, including the best sequence for your treatments.

What if I have special health considerations?

Please notify the Spa Receptionist before booking your appointments. We kindly request all guests who have any ailment or health condition to fill out our medical questionnaire.

May I request a particular therapist?

You may absolutely request a particular therapist, but we cannot guarantee their availability. All of our therapists are taught to discretely drape sheets in order to respect and protect your privacy at all times.

Should I wear undergarments for my treatments?

Please wear what is comfortable for you. The Spa will provide you with undergarments for body treatments. Men may feel more comfortable wearing swimsuit briefs.

Where should I leave my jewelry and valuables?

Please leave all valuables in the safe deposit box in your room. The Spa is not responsible for lost or forgotten valuables. If you forget to take off your watch or earrings, we suggest you keep them in the pocket of your robe.

What will happen if I am late for my appointment?

Arriving late will cause the length of your treatment to be shortened. You will be asked to sign a service waiver agreeing to take the remaining time of the service. Depending on the length of your treatment, a late arrival may be classified as a No Show or Absence.

How early do I need to check in for my scheduled appointment?

Earlier is always better. We recommend you check in 20 minutes prior to your appointment. This will give you enough time to check in, have a locker assigned, change comfortably into your robe, and relax for 5 minutes at the Spa lounge before your therapist takes you to your spa treatment.

If you would like to enjoy our hydrotherapy facilities with whirlpool, sauna, steam and pressure shower, please plan to arrive 60 minutes prior to your first service.

What precautions should I take?

We recommend that you do not eat a full meal prior to your Spa service or mix alcoholic beverages with exercise, Jacuzzis, saunas, steam or heat-based treatments. We also recommend not shaving your legs before receiving a body exfoliation. Please be aware that sunburn may keep you from enjoying a spa treatment, so always remember to use good sun protection.

How shall I pay for my treatments and Spa services?

Casa Velas Boutique Hotel guests may charge their treatments to their rooms or use any major credit card. External guests who reserve or purchase services at the Spa must pay in advance with cash or major credit card.

What important Spa Policies must I comply with?

Smoking is not permitted inside our Spa facilities.

Food and beverages may not be brought into the Spa facilities.

For your own safety, we will refuse to render Spa services to anyone under the influence of alcohol or drugs.

No bare feet are allowed inside the Spa facility areas. Comfortable sandals will be provided.

Children under 16 are not allowed inside the Spa facilities.

No cellular phones.

What other recommendations are important?

For your privacy and comfort we recommend using a bathing suit in the hydrotherapy facilities. We will provide you with sandals in the appropriate size.

What about gratuities?

For your comfort a 12% service charge will be automatically added to your bill. Spa Plans include gratuities. Additional gratuities are optional.

What is the cancellation policy?

Cancellations must be made 2 hours before your appointment. After this time period there will be no reimbursement. You will only be able to reschedule your Spa service based on availability.

What if I forget to show up for my appointment?

Please do not forget about your appointment. There will be a charge for any "No Show". If you are a Hotel Guest a 50% penalty will automatically be charged to your room account without reimbursement. A "No Show" can be rescheduled based on availability only. If you miss your appointment due to illness you must present a medical waiver.

Live a magical experience...

...our Spa experience.