

Spa

SPA GUIDE

Hours

The spa is open from 8:00am to 8:00pm, 7 days a week. Advance reservations are required and are subject to availability. In-suite spa services are offered between 10:00am and 7:00pm, 7 days a week.

*Not available during high season

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Spa Reservations

For reservations please call extension 8601 or 8615 or send an email to sparm@grandvelas.com.

We recommend that you make your reservations in advance to insure availability.

Spa Welcome

We ask that you arrive 80 minutes before your scheduled appointment if you would like to experience the Grand Velas Hydrothermal Journey, or at least 20 minutes before your appointment in order to have time to change and complete the required medical forms before your treatment.

Grand Velas Hydrothermal Ritual

We highly recommend that you participate in the Grand Velas hydrothermal ritual for at least one hour before your treatment. The hydrothermal experience is complementary with all treatments of 50 minutes or more. Guests of Grand Velas who would like to use the hydrotherapy areas but have not reserved a spa treatment may purchase a day pass for \$60 USD per guest.

A day pass to use the hydrotherapy areas may be purchased for \$60 USD by persons not accommodated at Grand Velas. The appointment must be made in advance with a credit card and is subject to availability. The admission pass is valid per day, per person. Dressing rooms are separated into men's and women's areas for maximum comfort. Robes, towels and sandals are provided. We also offer light refreshments in our relaxation area after your treatments.

Late Arrivals

Please understand that arriving late can shorten the time available for your treatment, or result in the inability to provide you with your scheduled treatment.

Spa Etiquette

- To preserve the tranquility of the spa we kindly ask that you turn off your cell phone.
- Please wear a bathing suit in the hydrothermal areas.
- The best way to enjoy your treatment completely is to arrive on time.
- 16 years is the minimum age to be able to use the spa facilities and enjoy our spa experiences.
- Bringing food and drinks into the spa facilities is not permitted.
- Bringing alcoholic beverages into the spa facilities is not permitted. For your safety, we will refuse service and treatment to individuals under the influence of alcohol or drugs.
- Please leave jewelry and items of value in the safe deposit box in your suite. The spa is not responsible for items that are lost or forgotten within the spa facilities.

Health

Upon arrival at the spa, you will be given a medical form to fill out. Please inform us of any medical condition, allergy, pregnancy, high blood pressure or asthma you may have. Certain treatments may not be recommended in some cases.

Gift Certificates

What better gift is there than a spa certificate? This certificate can be made out for any treatment or product from the boutique.

Gratuities

A 15% service charge has already been included in the price of each service. It is not necessary to leave a tip unless you would like to do so. Envelopes can be found in the reception area for extra tips.

Attire

When you arrive you will be assigned a locker where you will find a robe and sandals. We ask that you return them to the attendant or leave them in your locker after your spa experience. Robes and sandals are available for purchase in the SPA Boutique.

Spa Experience

All of the spa treatments are therapeutic nature. Our therapists are highly qualified and have ample experience in their fields. We offer disposable underclothes for your comfort during our spa experiences, as your privacy is of utmost importance to us. If you have any concerns regarding your therapist, gender, level of performance or expectations, please do not hesitate to notify the spa reception or contact one of our spa coordinators.

Cancellation Policy

Cancellations and changes in scheduled service, time or date should be made 6 hours prior to your appointment. After this time, a charge of 100% of the total value of the service will be applied, and there are no refunds. You may reschedule your spa experience based on availability. If you do not arrive at your appointment, it will be cancelled without the right to a refund if it was paid in advance. If the service was not paid in advance, you will then be charged the full amount of the service. In order to reschedule the missed appointment in the event of illness, medical proof must be provided. Reservations for groups fall under different cancellation policies and are subject to their individual contracts.

Prices are in US dollars and include tax and service charge. Additional gratuities are not required. Prices are subject to change without previous notice. For reservations or more information please call extensions 8601,8602,8615 y 8617 or call directly 888 309 5385. Email spa@velasresorts.com

