

Serenity Spa Terms and FAQ's

Is there a minimum age for treatment?

An adult must accompany all spa guests under 18 years of age. Salon services are available for all ages. It is our goal to provide a quiet atmosphere in the spa.

Should I shave before a treatment?

Shaving is recommended but not necessary for men prior to a facial. If you do choose to shave prior to your facial, be sure to do so at least two hours prior to your scheduled appointment. Shaving is not recommended prior to any hair removal services.

What if I am late to my appointment?

Arriving late will simply limit the time for your treatment, thus lessening its effectiveness and your pleasure. Your treatment will end on time so that the next guest will not be delayed. The full value of your treatment will be applied.

What is the cancellation policy?

If you must re-schedule or cancel your appointment, please notify us twenty-four hours before your scheduled appointment to avoid being charged the full service fee. Cancellation of packages or private parties requires a forty-eight hour notice. A credit card is required at the time of your booking.

What about Gratuities?

A 15% service charge + 9% tax will be added for each spa service you receive. If services were satisfactory, please feel free to leave additional gratuity. It will be distributed to the spa staff that serviced you during your visit.

What about payment for spa services?

We accept all major credit cards and traveler's checks. You may also charge spa services to your hotel bill. For your convenience, payment is also accepted prior to your treatments upon request.

What if I am pregnant?

While there are a few services that should be avoided during pregnancy, there are many beneficial treatments that can be enjoyed. Please notify our spa desk agents if you are pregnant when you make your appointment.

Are gift certificates available from the spa?

Absolutely. You may purchase spa gift certificates for a specific dollar amount or for particular services. The spa gift certificates can be used towards services or towards purchases in our spa boutique.

All prices listed are before tax. Please add 9% government tax and 15% service charge.