

Frequently Asked Questions

What are your hours of operation?

Daily: 4:30-10:00pm Treatments: 8am-8pm

How and when should I make my Spa appointments?

By calling the Spa, directly, at 909.744.3000. We encourage you to schedule your Spa services in advance of your visit, to ensure the widest selection of treatments and appointment times. When booking your services please let us know if you have a gender preference. Spa appointments must be reserved with a credit card number or a hotel reservation confirmation number. Your credit card will only be charged in the event that another payment method is not chosen, or if you fail to show up for your Spa services without canceling 24 hours prior.

What is the Spa's cancellation policy?

We respectfully ask that you give the Spa at least 24 hours notice if you must cancel an appointment. The full service(s) cost will be charged for any late cancellation or no show appointments.

What time should I arrive for my spa treatment(s)?

We ask that you arrive at least 20 minutes prior to the start time of your first scheduled service. This allows you time to check in at the desk & change in to your robe and sandals, and complete your spa profile. You may choose to arrive even earlier to take advantage of the Spa amenities.

What if I'm late?

Things happen in life that may prevent you from arriving on time. The Spa will always do it's best to accommodate you within the shortened time frame. Your treatment will end on time so that the next guest is not inconvenienced, and the full treatment price will apply.

What should I bring to the Spa?

We will provide you with a warm robe and sandals to wear during your spa experience. We also have lockers for you to leave your personal belongings in during your time at the spa. Towels, water, and personal amenities are available for use throughout the Spa. Because we cannot be responsible for lost or damaged items, we request that you do not bring any valuables to the Spa. You may lock your valuables in the safe in your guest room. You may also lock personal belongings in your spa locker.

What should I wear during my massage?

We will provide you with a robe to wear throughout the Spa. Before your service, your therapist will take you to your private treatment room and explain how the service will begin. He or she will then leave the room to allow you time to get comfortable under a towel or sheet. During your service, you will be professionally draped at all times. After the service, your therapist will leave the room again to

allow you privacy to get dressed. So, you don't need to wear anything under your robe or during your service. Some guests are more comfortable leaving their undergarments on or wear a bathing suit during massage.

Is use of the pool and fitness center included in the cost of my spa service?

You are able to utilize the pool and fitness center if you are a guest of the Spa.

Can I order lunch at the spa?

We do have options from our in-room dining menu to order.

Can I bring my kids to the spa?

We do offer services for children they must be accompanied by an adult and if they are not in services, they may not be unattended. Use of the locker room amenities, children must be 12 years or older of age.

Can I use my cell phone in the spa?

In order to preserve the relaxing environment of the Spa, we do ask that you turn off your cell phone, e-mail and other electronic devices while visiting The Spa.

Should I shave before my services?

Although this is a personal decision, we recommend allowing several hours between shaving and receiving any service that involves an exfoliation (body services, scrubs, gentlemen's facial) to decrease the risk of skin irritation or discomfort.

If I'm pregnant, what services can I receive?

Expecting guests may receive any nail, hair, makeup, and facial services. Once you are safely into your second trimester, pregnant guests may receive a prenatal massage. We recommend that you check with your physician before booking any Spa services. We will not perform wraps, hot stone services, and deep tissue work.

What if I have special medical conditions?

We recommend that you check with your physician before visiting The Spa. Please notify The Spa of any special needs or concerns when you book your services. Your therapist will also briefly review your health history with you before beginning your service. If he or she believes that the service you are scheduled for is unsafe for you based on any information given, he or she may recommend canceling the service, booking another service instead, or modifying the service to make it safe for you. As we are most interested in your safety and comfort, The Spa reserves the right to refuse service to any guest at any time.