



SPA GUIDELINES

AGE POLICY

Guests of *THE SPA at Sakinas* must be 18 years or older to enjoy Spa services. Children ages 12-18 are welcome to enjoy the services but have to be accompanied by an adult. Unaccompanied children will not be allowed to use the spa facility to protect the tranquil nature of the spa and its environment.

RESERVATIONS & CANCELLATIONS

Booking your spa reservations in advance is strongly recommended. Please call THE SPA directly at 434-384-9338. As a courtesy to other guests and to our therapists, we strictly adhere to the spa cancellation policy: If you must reschedule or cancel an appointment, please advise us four hours in advance to avoid being put on our "Black List".

SPA HOURS

9AM - 5PM Tuesday - Saturday

- Hours of operation are subject to change at management's discretion.

WHAT DO I NEED TO BRING?

THE SPA will provide you with a robe. For the safety of your valuables, we suggest you leave them in the lockers that are available. We do not assume any liability for valuables.

DO I HAVE TO DISROBE ENTIRELY FOR A SPA TREATMENT?

This is your experience and we want you to be comfortable. It is customary for guests to completely disrobe for their spa services, although you may wear a swimsuit or undergarments if you prefer. Keep in mind that our professional therapists are trained to drape you discreetly and to protect your privacy at all times. The boundaries you define as uncomfortable will be respected.

WHAT ARE THE RULES OF SPA ETIQUETTE?

To ensure that you and those around you reap the full benefits of the spa experience, we suggest you arrive 15 minutes prior to your first appointment to allow yourself ample time to check-in, change and acclimate to the spa facilities. Arriving late will simply limit the time for your treatment, thus lessening its effectiveness and your pleasure. Remember your service will end on time so that the next guest is not delayed, regardless of how late you begin. The spa atmosphere is one of tranquility and relaxation. Please respect the other guests' right to privacy and quiet. Cell phones, pagers and smoking are prohibited.

SERVICE CHARGE

A 20% service charge will be added to each Spa service you receive. Gratuities will be dispersed to the Spa staff who served you during your visit. Additional gratuities may be offered at your discretion.

GIFT CERTIFICATES



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Spa Gift Certificates may be purchased for specific dollar amounts or for particular services. Spa Gift Certificates can be used toward services or toward purchases in the Spa Boutique and Sakinas. Lost or stolen gift certificates are unable to be tracked or replaced.