



---

### **Spa Arrival**

We recommend that you arrive 30 minutes before your first scheduled appointment. This gives you time to familiarize yourself with the facilities and relax before your treatments. Please note, all treatments end on time, regardless of start time.

---

### **Spa Access**

Access to the Willow Stream Spa is included with the booking of any massage, facial or body treatment. Access is not included with Salon bookings (manicures, pedicures, hair, or waxing). With manicures and pedicures spa access can be purchased for a daily fee of \$49.00.

---

### **Spa Environment and Etiquette**

Willow Stream is an adult sanctuary. Guests must be 18 years or older. For the comfort of all guests, spa voices are to be utilized throughout the spa. In the Mineral Pool area, please remove your personal belongings from the lounge chairs when moving to another area of the spa or during your treatment. For your peace and privacy, cell phones, cameras and other electronic devices are not permitted. If you wish to receive messages during your time with us, please let our staff know, we'd be happy to assist you.

---

### **Spa Attire**

For spa services, you will receive a robe and sandals to wear between treatments, and a locker for your personal belongings. Our therapists are highly trained in draping procedures to ensure your complete privacy; however, for your comfort, undergarments may be worn during treatments. Swimming attire is required in most pools and areas of the spa.

---

### **Making the most of the experience**

To further enhance your spa experience, we recommend that you begin with traditional spa hot and cold facilities. To help expel toxins from your body, spend time in the sauna, steam room or whirlpool. This helps to open up your airways and warm your muscles. Following this with a cooling activity—a cold shower or an iced drink—is an invigorating way to bring your body temperature back to normal before your treatment.

---

### **Cancellation Policy**

If you must reschedule or cancel any spa or salon appointment, please notify the spa in advance to avoid being charged for the service. Cancellation of all services require 24 hours notice. If your spa reservation is part of a group booking please contact your group organizer to reschedule or cancel any spa appointments arranged in your name. Missed appointments without proper notice are subject to a 100% charge for reserved services.

---

### **Health matters**

Please inform us of any health conditions at the time of booking (e.g., high blood pressure, heart condition, allergies, pregnancy). Consumption of alcohol before, during or directly after spa treatments is not recommended. You will also be asked to complete a medical history form upon arrival, so your spa professional can better customize your experience to your needs.

---

### **Insurance Policy**

Willow Stream Massage Service Providers are registered in Canada. We will supply receipts for massage services only (not body experiences). Should you require a receipt for insurance purposes, please advise our Spa Coordinators at time of booking your massage appointment. In the event that an insurance claim is denied, the Willow Stream Spa bears no responsibility for reimbursement.

---

### **Taxes and Gratuities**

For your convenience, an 18% automatic gratuity and 5% GST will be added to all spa services and packages. Rates are subject to change. Occasionally, not all services may be available.