the spa | EXPERIENCE

AT THE FAIRMONT CHATEAU LAKE LOUISE

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* Please note all treatment prices are subject to change without notice. We add a 15% service charge and 5% GST to all listed prices. Our massage providers are registered with the following: Massage Therapist Association of Alberta (MTAA) and National Health Practitioners Association of Alberta (NHPAA.) Please check with your insurance company if you require a massage receipt for claims prior to booking as we do not guarantee reimbursement.

The Spa at The Fairmont Chateau Lake Louise

In legendary Banff National Park – a protected natural sanctuary and haven for native wildlife, seemingly untouched by time – sits The Fairmont Chateau Lake Louise. Enveloped by soaring mountain peaks and a glittering emerald lake, this iconic resort remains a one-of-a-kind destination.

Nestled in the heart of this resort, The Spa at The Fairmont Chateau Lake Louise provides an unrivaled experience matched only by the wonders of the mountains themselves. Reflecting history and modern energy, The Spa aims to provide the opportunity to relax and unwind in a unique and elegant setting.

Embark on a personal journey that begins the moment you enter The Spa and remains long after you leave. Our goal is to help you achieve physical, emotional and spiritual well-being, while connecting you to the serene alpine nature of Lake Louise.

After an adventurous day of exploring the great outdoors relax with a range of massages, facials and body treatments or visit our hair and nail salon. Our expertly trained spa therapists aim to personalize your spa experience while you enjoy some well deserved “me time.”

Visit The Spa retail area for those last minute gifts. The Spa is located on the lower level adjacent to the Glacier Saloon, accessible by the stairs off the main hotel lobby.

Signature Experiences

Chateau Signature Relaxation Facial – 60/90 Min $155/$235
Individually tailored to suit your skin type, this revitalizing facial includes a deep cleanse, exfoliation, nourishing botanical mask and finishing crème to leave you with soft glowing skin. The treatment is complemented by a relaxing face, décolleté and hand massage. Great for those who enjoy facials or if it has been some time since your last facial.

Chateau Signature Alpine Moroccan Oil Pedicure – 60 Min $95
Unique Moroccan Oil fortified products rich in argan oil will soothe and treat the driest of skin. Feet are expertly filed and soaked, a rich mandarin based exfoliation is applied, and an intensive hydrating and relaxing massage featuring hot stones will moisturize and relax tired legs. All nail work is followed by a polish application, setting the stage for perfect toes.

Chateau Signature Alpine Moroccan Oil Manicure – 60 Min $85
Fully complement our Signature Moroccan Oil Pedicure, or treat your hands to a full experience manicure. Cuticles are soaked, a rich mandarin based exfoliation is applied, and an intensive hydrating and relaxing massage featuring hot stones will moisturize and relax overworked hands. All nail work and a polish application will set the stage for perfect fingers.

Chateau Signature Couples Massage – 60 Min $335
For shared relaxation. This couples massage is to be shared with a friend or loved one in our dual treatment room. Allow our expert therapists to work in tandem to simultaneously deliver a massage with specially blended oils and a relaxation styled routine.

Chateau Signature Stress Less Indian Head Massage – 30 Min $95
A stimulating seated massage aimed at increasing blood flow to the scalp, neck and shoulders. This treatment aims to release tightness and stress in the body's core, allowing a restful state to return. A Moroccan Oil scalp massage concludes your relaxation.

Chateau Signature Alpine Aroma Spa Ceremony – 90 Min $245
This treatment begins with an invigorating Turkish salt scrub exfoliation then we immerse you in our hydrotherapy bath to rejuvenate your body. A scalp treatment featuring Moroccan Oil followed by your choice of rich organic aromatherapy oil is applied to deeply hydrate and nourish your skin to leave you feeling restored.

Chateau Signature Milk Bath – 30 Min $85
Highly acclaimed, this luxury milk bath has a unique formula that captures the essence of Cleopatra's ancient bathing ritual. Its milk protein base is rich in nourishing vitamins, amino acids and minerals. A combination of mint extracts and milk turns bath water milky-white for a delightfully fragrant, softening and moisturizing soak. Leaves skin hydrated and silky smooth.

Chateau Signature Foot Therapy – 30 Min $85
Utilizing advanced massage techniques, this massage concentrates on the feet, shin and calf muscles. The aim is to relieve heavy legs and tension and to restore the natural flow of energy in the body. Fresh pine, menthol and chamomile will aid circulation and promotes strong healthy skin and feet. A great stress reliever after a long day of golfing, hiking or skiing.

Hydrotherapy

Hydrotherapy is the use of water temperatures along with water and air pressure to provide a wide variety of benefits to the body. Therapeutic salts, purifying algae or fatigue reviving moor mud helps detoxify and balance the body, and it makes a great combination with any massage or body treatment. Bathing suit required.

Hydrotherapy Jet Bath - Seaweed or Essential Oil Bath – 25 Min $75
Detoxifying / Relaxing
Underwater currents and essential oils are combined with seaweed crystals from the Brittany coast off the shores of France, to improve circulation, boost metabolism, release tension and tone the body. Choose from the purest essential oils to relax or stimulate the body. (Not suitable for anyone on thyroid medication or anyone that has seafood or Iodine related allergy.)

Restorative Mineral Bath – 25 Min $75
Restorative
Throughout history, the people of Europe and beyond have recognized the health benefits of bathing in mineral waters. The powerful water and air pressure work in tandem to release built up tension in the body. Minerals are added to this soothing bath to supply the body's natural need for mineralization. Minerals derived from thermal water and aromatherapy oils leave you feeling refreshed.

Mothers-To-Be

Spa Relaxation Mother-To-Be Massage – 60 Min $155
Relaxation
Designed for expecting mothers this full body massage helps relax and position both mother and child with the aid of a body pillow. Our experienced therapist will complete a consultation to tailor the massage to your needs. A customized oil blend of geranium, grapefruit, lavender and organic sun flower oil provides relaxation and promotes healthy skin.

Mother-To-Be Conditioning Chamomile Scrub – 60 Min $135
Exfoliation
This deep cleansing treatment exfoliates and softens the skin, while improving circulation. French pumice volcanic stone and chamomile flower oil, derived from the Greek meaning "earth's apple" helps promote relaxation. A loofah and aromatherapy infused shower gel will cleanse and smooth the skin. A body moisturizer with a blend of natural aloe vera, grapefruit seed, chamomile and sweet almond oil will boost hydration and skin tone.

Male Spa

Skin Workout Facial – 60 Min $155
Relaxation
This grooming facial decongests the skin, works overtime to eliminate blocked pores, while neutralizing impurities. Fast-acting ingredients reduce sensitivity and provide long-lasting defense against the drying effects of shaving and daily pollutants, leaving the skin visibly clear and toned.

Active Skin Conditioning Chamomile Scrub – 45 Min $135
Exfoliation
This deep cleansing treatment exfoliates and softens the skin, while improving circulation. A loofah and aromatherapy infused shower gel will cleanse and smooth the skin. A body moisturizer with a blend of natural aloe vera, grapefruit seed, chamomile and sweet almond oil will boost hydration and skin tone.

Men's Alpine Foot Grooming – 60 Min $95
Therapeutic
Designed to combat signs of daily work and environmental stress. A range of product for the masculine skin will be used during the foot treatment. Foot filing, soak and all nail work and massage using heated stones will give every man a well groomed appearance and leave you feeling good.

Hikers Foot Therapy – 25 Min $85

Therapeutic

Utilizing advanced massage techniques, this massage concentrates on the foot, shin and calf muscles. The aim is to relieve heavy legs and tension and to restore the natural flow of energy in the body. Fresh pine, eucalyptus and chamomile will aid circulation and promote strong healthy skin and feet. A great stress reliever after a long day of golfing, hiking or skiing.

Men's Alpine Hand Grooming – 60 Min $85

Therapeutic

This hand treatment complements the men's foot grooming for a total male spa experience or a standalone service that will refresh your overall appearance. Treatment includes a range of product tailored for the masculine skin. A hand massage using heated stones, soaking cuticles combined with a nail trim and file will be complete when either a buff or clear polish creates a well groomed appearance.

Male Hair Services

Men's Highlights	$85	Men's Buzz Cut	$25
Men's Colour	$85	Neck Trim	$15
Men's Cut & Style	$35		

Wedding Preparations

Bride Wedding Day Hair/Up-Do	75 Min $125
Bride Wedding Day Hair/Up-Do Trial *Monday - Thursday only*	75 Min $85
Bridal Party Hair/Up-Do	60 Min $105
8-15 y/o Flower Girl Hair	45 Min $65
Bride Wedding Day Make-Up	60 Min $95
Bride Party Make-Up	45 Min $85
Men's Hair Grooming	45 Min $35
Bride Preparation Massage	60 Min $125*
Bride Preparation Facial	45 Min $125*
Hair Pieces Added	Starting at $10
Lash Application	$40*
Lash Add-In to Makeup	$20*

*Booked within the month of the wedding date. Lashes not supplied.

Massage Treatments

Ultimate Couples Hot Stone Massage – 80 Min $485

Relaxation

Couples massage to be shared with a friend or loved one in our dual treatment room. This includes a healing stone ritual that incorporates organic French lavender. Tension releasing effleurage strokes and the stones glide over your body heating tense muscles and releasing stress without the need for deep massage pressure. This massage flows through the length of the body, punctuated by the rhythmic clicking as the stones touch at natural energy points. We use warm sculpted volcanic basalt stones as an extension of the therapists' hands to bring you deep relaxation, grounding and perfect balance. A Moroccan Oil scalp massage completes this massage treatment.

Ultimate Couples Massage – 80 Min $465

Relaxation

Couples massage to be shared with a friend or loved one in our dual treatment room. This deluxe full body massage flows with rhythmic grace and is both powerfully restful and gentle simultaneously. This massage features a hand, foot massage as well as a scalp treatment featuring Moroccan Oil to make this massage the ultimate. In this massage we use specially blended pure mix oil consisting of lavender, geranium and ylang ylang aromatherapy oils that have been created exclusively for The Spa at The Chateau Lake Louise.

Ultimate Hot Stone Massage – 80 Min $245

Relaxation

This massage treatment is a healing stone ritual that incorporates a soothing French lavender oil blend and tension releasing effleurage. This massage flows through the length of the body, punctuated by the rhythmic clicking as the stones touch at energy points on the body. We use warm sculpted volcanic basalt stones as an extension of the therapists' hands to bring you deep relaxation, grounding and perfect balance. A scalp treatment featuring Moroccan Oil makes this massage the ultimate.

Ultimate Massage – 80 Min $235
Relaxation
A deluxe full body massage that consists of long muscle soothing strokes that methodically introduce calmness to your body. Throw in a choice of intoxicating essential oils and feel complete stress relief. A hand, foot and scalp treatment featuring Moroccan Oil makes this massage the ultimate experience.

Wellness Massage RMT – 60/90 Min $185/$295
Therapeutic
With the focus on you and your wellness this massage will be designed by you and your therapist. Choose from three massage modalities that may be integrated into this 100% customized therapy; Swedish, Deep Tissue, Hot Stone Therapy, Stretching and Clinical Sports massage. A range of therapeutic massage techniques will be combined with the professional focus placing your wellness at the centre of this treatment quality massage.

Active Sports Massage RMT – 60/90 Min $175/$265
Therapeutic
Using a variety of techniques, this massage affects the deeper muscle fibers of the body. It helps with chronic muscular pain, injury rehabilitation, and reduces inflammation-related pain. (Typically not a full body massage. Intended to isolate problem areas and to relieve muscular pain.)

Therapeutic Full Body Massage RMT – 60/90 Min $175/$265
Therapeutic
A massage that may incorporate one or more different massage techniques that ranges from firm to deep pressure. A special deep-tissue massage designed to remedy muscular soreness that results from overexertion - the focus is on one key area, with the remainder of the massage time spent using relaxation massage techniques on the balance of the body.

Mountain Hot Stone Massage – 60/90 Min $165/$255
Relaxation
Hot Stone Massage is the application of deep penetrating warmth with smooth heated volcanic basalt stones, aromatic organic lavender oil and the power of touch. Placement stones as well as other stones glide over your body heating tense muscles and releasing stress without the need for deep massage pressure. This massage flows the length of the body, punctuated by the rhythmic clicking as the stones touch at energy points on the body. Muscle tension is melted away and you will experience peacefulness and relaxation from the stone's healing properties.

Alpine Hot Towel Aromatherapy Massage – 60/90 Min $165/$255
Relaxation
A choice of aromatherapy blended oils will soothe, revitalize or renew your mental focus. Not just your typical relaxation massage with aromatherapy oils, this massage flows through the length of the body and starts with warm oil being drizzled onto your entire silhouette. A slow, calm inducing rhythmic style of massage in a figure of eight across both sides of your body combined with heated aromatherapy towels on your back will delight your sense of smell and touch. Relaxation focused, this massage utilizes light to medium pressure.

Spa Relaxation Full Body Massage – 60/90 Min $155/$235
Relaxation
This classic massage utilizes long strokes and kneading to improve surface muscle tone, stimulate circulation and relax the entire body. Light to medium pressure is perfect for relaxation or for those who have never experienced a massage. The routine focus on flow across the body and includes: limbs, neck, back and shoulders. Feet and scalp massage are reserved for other massages however may be added a la carte to this treatment.

Relaxation Facials

Ultimate Experience Facial – 80 Min $245
Relaxation / Therapeutic
The ultimate therapeutic facial for the person looking for relaxation and results. First, your therapist will perform a thorough skin analysis followed by an expert deep cleanse and exfoliation of the face, neck and décolleté. Next a massage of the face, neck and décolleté will melt away tension. This facial infuses nutritionally rich organic aromatherapy oils in combination to maximize their treatment value. Rejuvenated skin cells lend elasticity back to the skin and a customized mask is then applied at which time your hands and feet will be pampered. A detailed scalp massage featuring Moroccan Oil soothes and gives hair an antioxidant boost. Finally a finishing crème and treatment oil will complete the hydration, restore suppleness and vitality during the 80 minutes of bliss.

Chateau Signature Relaxation Facial – 60/90 Min $155/$235
Relaxation
Individually tailored to suit your skin type, this revitalizing facial includes a deep cleanse, exfoliation, nourishing botanical mask and finishing crème to leave you with soft glowing skin. The treatment is complemented by a relaxing face, décolleté and hand massage. The 90 Minute Facial also features a foot treatment.

Spa Refresher Facial Pro Peel or Hikers/Post Ski – 30 Min $85

Restorative

This treatment starts with an analysis of your skin. A balance of clarifying and rehydrating products will be used during a skin specific cleanse. Either a multi-acid peel or nutritionally rich botanical mask will treat and hydrate the skin for those who are time starved. We will match your skin's needs to a specific finishing crème, leaving you with fresh, soft skin. An excellent introduction to facials or an excellent opportunity to boost or maintain an established skincare routine.

Add-Ins

Add-In Pro Peel	$25
Add-In Booster Ampoule. Choose from:	$35
Antioxidant, Vitamin C or Restorative Moisture	
Add-In Eye Treatment	$35

Prescriptive Facials

Refining Anti-oxidant Vitamin C Facial – 75 Min $235
Anti-Aging
This oxygenating, anti-aging facial utilizes ingredients packed with antioxidants including; an application of natural spirulina algae rich in protein, a blend of anti-aging vitamin C, minerals and botanical extracts to target premature aging. Disrupt hyper pigmentation and provide skin with a healthy glow. This facial includes a luxurious hand, foot, face, neck and décolleté massage as well as a scalp massage featuring Moroccan Oil. A take home treatment ampoule is included for added benefit.

Restorative Moisture Facial – 75 Min $195
Restorative / Therapeutic
A healing, soothing treatment facial that infuses nutritionally rich organic aromatherapy oil in combination with high grade botanical extracts to maximize your treatment value. The effect is that the skin is quenched and moisture is drawn to it by the humectant properties of the earth-crafted skin care products. Rejuvenated skin cells lend elasticity back to the skin. This facial includes a luxurious hand, face, décolleté and scalp massage. Skin is left noticeably hydrated, plump and refined therefore younger looking.

Lightening and Brightening Facial – 60 Min $185
Therapeutic / Anti-Aging
A targeted treatment aimed at restoring an even complexion, employing anti-aging products to also minimize pigment and sun damage. Utilizing a triple acidic blend of Kojic acid derived from rice, Azelaic acid from wheat and ascorbic acid from vitamin C. This facial includes advanced facial techniques which help refine the skin's texture. A hand, face, décolleté massage is completed. Skin is left noticeably brighter, clarified and glowing.

Prescriptive Correcting Facial – 60 Min $175
Anti-Aging
This results-oriented treatment is customized to address specific skin conditions including hyper pigmentation, congested skin, fine lines and problematic skin. We follow an intense protocol which includes an exfoliating multi-acid or enzyme peel on the face, décolleté and hands to renew the skin. A targeted skincare approach will aim to address your skincare goal. A masque to balance and nourish the skin is combined with a relaxing face, décolleté and hand massage to complete the experience.

Body Treatments

Skin Toning Coffee like Mud Wrap – 90 Min $245
Exfoliation / Detoxifying
Using a blend of ground coffee beans combined with moor mud and essential oils. This treatment will cleanse, exfoliate and moisturize your skin producing a more even skin tone. Beneficial antioxidants are fed across your skin to which Moor mud will be applied to remove toxins and trace minerals to be absorbed. While wrapped we will complete a restorative Moroccan Oil scalp treatment, complemented by a facial cleanse, moor mud mask and a hot towel compress. A hydrotherapy bath will further detoxify and rejuvenate your physical and mental state.

Lake Louise Soothing Lavender Dream – 90 Min $235
Relaxation
A mixture of Turkish salts and lavender oil is swirled across your body to remove dead skin cells. This dual exfoliation is completed when our natural loofah reinvigorates the salts scrub. After showering, soothing organic French lavender is then applied to the body our therapist will utilize the energy of two warmed stones to pass on the therapeutic healing heat. In preparation for a Moroccan Oil scalp treatment we cocoon you in warm blankets. After some time to pause and relax, this treatment culminates in a warm foot treatment to send you off light footed.

Rocky Mountain Mineral Scrub – 45 Min $135
Exfoliation / Restorative
Rediscover your skins natural healthy glow with a lightly fragrant mineral scrub. A two-step process utilizing buffing grains contained in a gel-base, rich in minerals and a loofah. Aromatherapy oils including pine and geranium combine to cleanse the skin and leave you feeling revitalized. A rich lotion application both hydrates and soothes the skin.

Conditioning Chamomile Scrub – 45 Min $135

Therapeutic

This deep cleansing treatment exfoliates and softens the skin, while improving circulation. French pumice volcanic stone and chamomile flower oil, derived from the Greek meaning "earth's apple" helps promote relaxation. A loofah and aromatherapy infused shower gel will cleanse and smooth the skin. A body moisturizer with a blend of natural aloe vera, grapefruit seed, chamomile and sweet almond oil will boost hydration and skin tone.

Moroccan Oil Add-In Scalp Massage – $20

Relaxation

Add a relaxing Moroccan Oil scalp massage to select massage, body and facial treatments. Arguably the tensest part of the body, our talented therapists will erase built up stress. Fortify, moisturize and strengthen your hair with the additional benefits of this argan rich oil.

Salon Nail Services

Ultimate Moroccan Oil Pedicure – 75 Min $125
Relaxation / Therapeutic
Sit back for a deluxe pedicure while enjoying a delightful chocolate treat. This decadent foot treatment is performed to the aroma of a fresh and fruity scented scrub, which consists of exfoliating mandarin pieces. Nails are trimmed, filed and either buffed or polished. A hot paraffin foot treatment completes this divine treatment. Moroccan Oil fortified products rich in argan oil will soothe and treat the driest of skin. An intensively hydrating hot stone massage will moisturize and relax tired feet.

Ultimate Moroccan Oil Manicure – 75 Min $95
Relaxation / Therapeutic
Our deluxe nail and hand treatment includes a chocolate treat. This decadent nail treatment is performed to the aroma of a fresh and fruity scented scrub, which consists of exfoliating mandarin pieces. Nails are trimmed, filed and either buffed or polished. A hot paraffin hand treatment completes this divine treatment. Moroccan Oil fortified products rich in argan oil will soothe and treat the driest of skin. An intensively hydrating massage will moisturize and relax tired hands.

Chateau Signature Alpine Moroccan Oil Pedicure – 60 Min $95
Therapeutic
Our nail technicians are skilled in the art of pedicures to treat your feet. Unique Moroccan Oil fortified products rich in argan oil will soothe and treat the driest of skin. Feet are expertly filed and soaked, a rich mandarin based exfoliation is applied, and an intensive hydrating and relaxing massage featuring hot stones will moisturize and relax tired legs. All nail work followed by a polish application will set the stage for perfect toes.

Chateau Signature Alpine Moroccan Oil Manicure – 60 Min $85
Therapeutic
Fully compliment our Signature Moroccan Oil Pedicure, or just treat your hands to a full experience manicure. Cuticles are soaked, a rich mandarin based exfoliation is applied, and an intensive hydrating and relaxing massage featuring hot stones will moisturize and relax overworked hands. All nail work and a polish application will set the stage for perfect fingers.

Classic Moroccan Oil Pedicure – 45 Min $75
Restorative
This basic classic will keep you trim and tidy. Feet are soaked, an intensive hydrating and relaxing massage will moisturize and relax tired feet. All nail work completed and a polish application will set the stage for perfect toes.

Classic Moroccan Oil Manicure – 45 Min $65
Restorative
Just need the essentials? This basic classic will keep you trim and tidy. Cuticles are soaked, an intensive hydrating and relaxing massage will moisturize and relax overworked hands. All nail work completed and a polish application will set the stage for perfect fingers.

Add-In Paraffin – $15
Moisturizing Paraffin Treatment - Lock in moisture and boost skin hydrating with this professional treatment.

Add-In French Polish – $15
French Style Polish application - Add to any nail treatment.
Advanced booking required.

Add-In Anti-Aging Hand Treatment – $15
A 20% Glycolic acid cleanse is applied followed by a 20% glycolic peel is applied to exfoliate skin cells on a microscopic level. This jump start treatment aims to lift discoloration and the signs of aging. Follow up home care recommended.

Take Home Polish – $9.95
Purchase a new polish to perform your scheduled nail treatment and receive a 30% discount off RRP. Select a retail polish of your choice and take it home to extend your fresh look.

Finishing Touches

Lip	$15	Full Leg	$65
Chin	$15	Basic Bikini	$35
Brow	$15	Underarm	$25
Face Wax	$35	Full Back	$45
Half Arm	$25	Lash Tint	$15
Full Arm	$35	Brow Tint	$15
Half Leg	$35	Lash/Brow Tint	$25
Lash Application	$40*	Make-Up Application	$75
Lash Add-In to Makeup	$20*	*45 Minutes*	

*Lashes not supplied.

Salon Hair Services

Ladies Cut & Blow-Out below shoulder length hair	60 Min $75
Ladies Cut & Blow-Out collar length hair	60 Min $65
Ladies Cut & Blow-Out above shoulder length hair	60 Min $65
Ladies Shampoo & Blow-Out collar length hair	45 Min $45
Ladies Shampoo & Blow-Out below shoulder length hair	60 Min $65
Ladies Shampoo & Blow-Out above shoulder length hair	45 Min $55
Evening/Day Event Up Do	60 Min $75
Child or Young Adult 8-15 y/o Cut	30 Min $25
Highlights with Cut	150 Min $185
Highlights	120 Min $145
Individual Foils (A minimum of 5)	$5 Per Foil
Semi/Permanent Colour with Cut	150 Min $175
Semi/Permanent Colour	20 Min $135
Add On Hair Length/Processing Medium	$25
Add On Hair Length/Processing Long	$50
Moroccan Oil Pre & Post Colour Conditioning Treatment	$10
Moroccan Oil Mask & Go Balancing Repair Treatment	15 Min $25
Moroccan Oil Nourishing Root to Tip Service *Add-in or stand alone treatment (does not include blow out)*	30 Min $45*
Moroccan Oil Crowning Royal Treatment with Blow Out	75 Min $105

Add-In Treatments – $25

Moisture

Conditioning

Strengthening

THE Fairmont
CHATEAU LAKE LOUISE

Age Requirements
Spa services are available for guests 16 years of age or older. Minors 8 and above may enjoy salon treatments which include all nail and hair services. As The Spa is an adult area, we respectfully request that guests do not bring their children to The Spa.

Scheduling Appointments
We suggest 7-14 days advance notice for scheduling appointments during the week and 15-21 days notice for weekend appointments. Guests staying with us on an overnight package are responsible for setting up their spa appointments. Appointments are subject to availability and must be guaranteed by a credit card.

Cancellation Policy
We respectfully ask that you give a minimum of 24-hours advance notice for all cancellations. If less than 24-hours a 50% charge of services will be billed to your credit card. If less than 4-hours and no-show appointments 100% charge of services will be billed to your credit card. Cancelling overnight spa packages would incur the room cancellation policy also.

Arriving for Your Service
Please arrive at least 15 minutes prior to your service, you will be completing a health form prior to your treatment to be able to provide you with the best experience possible and to assure your safety and comfort. We encourage you to disclose any health conditions that may affect your spa experience. Certain health conditions may require your treatment to be modified or an alternative treatment to be provided.

Health Club and Pool
Guests of The Fairmont Chateau Lake Louise have full access to our workout facilities: which include the pool, hot tub and changing room. A guest room key is required to access these facilities. Please note the pool, gym and hot tub are located on the first floor of the hotel and are not connected to The Spa.

Late Arrivals
Keep in mind that arriving late will result in a shortened length of your treatment, with the full price of the service being charged, as not to inconvenience the next guests.

RMT Receipts
All massages are performed by a certified massage therapist, however only Sports, Wellness & Therapeutic massages are performed by a registered RMT and therefore only these massages are reimbursable with a RMT receipt.

What to Bring
We gladly provide you with robes and slippers during your treatment, however feel free to arrive at the spa in robe and slippers for your convenience Please bring a swim suit if you have a Hydrotherapy treatment or wish to enjoy our co-ed steam room or shower. Lockers will be provided during your treatment however The Spa at Chateau Lake Louise is not responsible for personal items. As a courtesy to other guests, please turn off all cell phones while in The Spa.

Gender Preferences
Gender preferences are based on availability and are not guaranteed. Please know that all of our therapists are licensed professionals and will do everything in their power to make you feel comfortable during your spa service.

Gratuities
For your convenience a 15% service charge & 5% GST will be added to your bill.

Product Return Policy
We only accept returns on spa merchandise due to their nature, be it unopened or defective from The Spa within 30 days of purchase with a valid receipt.

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