Experience menu

FAIRMONT MAYAKOBA
Willow Stream Spa at Fairmont Mayakoba

In the heart of a tropical jungle by surrounded by natural lagoons, you’ll find Willow Stream Spa at Fairmont Mayakoba- a mystical backdrop for an unforgettable spa experience that recalls the textures, colors and scents of ancient Mayan culture. In the shadow of the stones and trees the Mayans used to erect legendary monuments and temples thousands of years ago, you’ll find places to rest, reflect and find your energy.

Enjoy an invigorating massage under the leafy canopy of our private treatment rooms, overlooking the treetops of the mangrove forest. Spend time with your loved one, being pampered side by side in our breathtaking spa suite. Between treatments, the beautiful Mexican gardens, outdoor Swiss showers and Whirlpools of our men’s and women’s locker rooms will delight your senses. On the rooftop, ease your muscles with the healing waters of our signature vitality pool, or take a refreshing dip in our see-mineral soaking pool.

You'll find unique treatments and experiences based on local tradition and flora, ranging from Willow Stream signature to uniquely Mayan traditions featuring local herbs, essential oils and extracts. Whichever you choose, the healing touch of our Willow Stream therapist will guide you to rediscover your energy.
The Willow Stream story

Willow Stream is energy for life.

The energy emanates from the natural spa environments. It flows from the revitalizing experiences. And it shines in the people who embrace it.

Each spa is completely unique, drawing inspiration from the energy of its distinctive locale. The nature of each location is infused in everything from spa’s design to the specialized facilities to the luxuriously authentic treatments.

Your energy journey begins with the basics: healthy food, refreshing water and restorative locale. Our effective treatments are rooted in science, featuring highest-quality products derived from nature and applied by our talented team of knowledgeable experts. The end results are one-of-a-kind experiences that help you be at your best.

But perhaps the main course of energy is the people who enter our spas. Willow Stream cultivates a fun, social atmosphere, where you can reconnect with yourself and others. These special experiences are often even better when shared.

Whether you’re seeking to release the stress of the day, foster an ongoing commitment to healthy living or simply enjoy a fun outing with friends, Willow Stream guides you to find your energy.
Our name: Willow Stream

Our name expresses how we look to nature for inspiration, energy and balance.

The Willow tree is one of the strongest trees, deeply rooted (authentic and connected to the earth) with a strong core and flexible branches. It gains its strength from flexibility.

A stream represents our energizing journey through life: we bend and change in a peaceful, purposeful manner as we find our way around obstacles. It represents being in the flow of life.

Our logo

Our logo showcases symbols, from many ancient cultures, inspired by the four natural elements: earth, air, fire and water. A fifth element has also been included to represent wood—for the willow tree—many of the world’s early civilizations used the key elements to understand nature.

At one time, these elements were believed to be the building blocks of the human body. In proper balance, they placed the body in perfect, natural equilibrium and produced energy—since it was believed that, as in nature, balance and harmony created energy.
Body Experiences

KERSTIN FLORIAN

**ENERGIZING DETOX - 90 minutes**

**Results - Purifying**
Awaken your senses with this invigorating experience. A stimulating dry-brush exfoliation is followed by a deep-cleansing, circulation-promoting salt scrub with organic juniper essential oils. Next, a marine-algae body wrap provides an instant nutrient boost and intensive grounding. An invigorating body massage completes the treatment, leaving you with a firmer, more toned appearance.

**PURE ENER-G EXPERIENCE - 90 minutes**

**Restore - Uplifting**
Discover pure energy. Through this head-to-toe experience featuring a unique blend of Bergamot, Rose, Geranium, Clary Sage and Chamomile – a sense of renewal envelops body and mind. The experience begins with a revitalizing, remineralizing body exfoliation; the body is then massaged, moisturized, wrapped and nourished with revitalizing essential oils. Includes a pampering foot experience.

**SCRUB & MASSAGE – 90 minutes**

**Restore - Hydrating**
Find your energy in every season. This experience features a body scrub to revive your skin, as well as a full-body massage with a selection of aromatherapy oils that changes seasonally.

**FIRM AND TONE - 60 minutes**

**Results - Contouring**
Refine and Firm body contours. Our dry-brush technique helps exfoliate, promotes lymphatic drainage and increases circulation and absorption of tested firming ingredients. An enjoy slimming and toning massage using organic ginger oil to help stimulate lipolysis (the breakdown of lipids) A Slimming Serum and Multi-Vitamin Firming creme tone, firm and brighten.

**FEET FIRST – 60 minutes**

**Restore – Tension Relief**
In this experience, the reflex points on your feet and hands are massaged to relieve tension throughout your entire body. The treatment begins with Willow Stream’s unique seasonings foot scrub, followed by a foot and hand massage focusing on vital energy points. While hands and feet absorb in the essential oils, the head, neck and shoulders are massaged. A great head-to-toe tension reliever in any season.
CHAMOMILE BODY POLISH - 60 minutes
Relieve - Smoothing
First, a gentle exfoliation with granulated pumice and Chamomile gently refines and renews your skin. Next, a loofah mitt with Chamomile Bath Gel provides deep-cleansing benefit. A Chamomile spray and a lotion application complete the experience. An excellent option for sensitive skin.

NOURISHING MINERAL WRAP - 60 minutes
Relieve - Nourishing
This nourishing wrap, featuring organic sunflower oil and essential minerals, a simple and effective way to hydrate, soothe and rematerialize your skin—especially after a body scrub. Includes a head foot massage with an invigorating balm. An ideal choice for dry skin.
Uniquely Mayakoba

CHA CHAC RAIN RITUAL – 90 minutes

**Restore – Deep hydration**

In the Mayan language, cha means "to let go", and Chac, the rain god, is one of the most important gods in Mayan history. We invite you to enter the Cha Chac rain Room and leave the outside world behind. This experience begins with a traditional blessing and burning of copal incense. Then, you’ll relax on the rain table while a healing body mask of cornmeal, clay and oats is applied. Your skin is the exfoliated with and ayate cloth, followed by and overhead rinse of warm rainwater. A massage with sage oil is the final luxurious ingredient.

MEXICAN OBSIDIAN STONE - 90 minutes

**Results – Tension Relief**

Relieve daily stresses the Mayakoba way. Willow Stream Balancing Oil is combined with Mexican obsidian stones-believed to connect and balance the mind and emotions-warmed in water to create a deep-heat massage and a unique aroma.

MAYAN BATH RITUAL – 90 minutes

**Results – Cleansing**

The Mayan bath ritual is an ancient tradition that symbolizes the cleansing of the body and soul. In the spirit of tradition, this ritual starts with a purification blessing of copal incense. A body mask of cornmeal, yogurt and honey is the applied. Next, you are immersed in a herbal flower bath and given an ayate coth to exfoliate the mask. A nourishing massage follows, featuring a selection of oils, including coconut, sage and tropical euphoria.

CHOCOLATE, FOOD OF THE GODS – 60 minutes

**Relieve – Delightful**

Chocolate (ka'kaw) was highly revered in pre-hispanic Mexico-considered edible gold and offered as a tribute to the gods. Today we acknowledge its high levels of antioxidants, and appreciate its ability to nourish the body inside and out. This experience includes a cacao body wrap, a scalp massage and nourishing massage application of pure coconut oil and rose essence.

HONEY IN THE HEART – 60 minutes

**Relieve – Pure bliss**

In the traditional Mayan temazcal (sweat lodge) ceremony, honey is used to remind us of the sweetness of life, and the name of this treatment is derived from the traditional Mayan blessing, "All good things. No evil. Honey in the heart. Thirteen thank yous." This pampering experience being removed with shower. This is followed by a relaxing massage and ends with a sip of honey. (We recommend that you take a steam before this treatment, to help eliminate impurities and encourage deep cleansing.)
SUN WORSHIPPER SKIN QUENCHER – 60 minutes
Restore – Soothing
Relieve sun-exposed skin to instantly soothe sunburn. This experience begins with a therapeutic aloe-glaze wrap, followed by a gentle foot massage. The healing continues with an application of aloe and rosehip oil, keeping skin hydrated and cool.

PAPAYA BODY ILLUMINATION – 60 minutes
Relieve – Radiance
This exotic body exfoliation pairs fresh fruit enzymes—one of nature’s best remedies for skin—cell renewal—with native cornmeal, creating a gentle polish illuminates your skin with a healthy glow. Tropical-lower oils of Jasmine and Ylang Ylang are combined with Lime and applied to the body, conditioning and softening your skin and leaving you radiant from head to toe.
Experiences for two

**YUCATAN HEALING RETREAT** - 2 hours

Relieve - Togetherness
Our signature couples’ retreat is offered in your own spa suite, with a private balcony, bath, shower and bathroom. You are presented with Mexican sarongs to wear in comfort throughout the treatment and take home afterwards. This experience includes a relaxing footbath, a choice of sea and sand body masks selected from local favorites - Mayan clay, cacao, or honey and yoghurt. A bath in the soaking tub precedes side-by-side massages with tropical oils.

**SIDE BY SIDE COUPLE’S MESSAGE** – 60 / 90 minutes

Relieve – Relaxing
The perfect gift to give each other is time together. Enjoy side-by-side relaxation massages and escape from the pressures of everyday life.
Massage Experiences

DEEP TISSUE – STRONG PRESSURE - 60 minutes / 90 minutes
Results – Muscle recovery
This strong-pressure massage enhances muscle recovery by targeting areas that are sore from exercise or the tensions of daily life. Deep muscle work combines with stretching, rocking and circulation-enhancing strokes designed to move lactic acid out of the system. A mild soreness may result.

WILLOW STREAM STONE MASSAGE - 60 minutes / 90 minutes
Restore – Tension relief
Earth, air, fire and water unite this Eastern-based Ayurvedic treatment. A blend of Ayurvedic oils-including cinnamon, sage, rosemary, basil and rose-is combined with massage techniques using warm ballast stones, creating a unique experience that melts stress away.

DEEP SLEEP - 60 minutes / 90 minutes
Restore - Restorative
Featuring relaxing essential oils and massage techniques, this massage is perfect for those who need help in getting the good night’s sleep that eludes them due to stress, jet lag or an overactive mind.

STRESS RELIEF – MEDIUM PRESSURE - 60 minutes / 90 minutes
Restore – Distress
This customized medium-pressure massage focuses on your main tension points-including the head, neck and shoulders-using a muscle-melting massage oil. A great selection after a stressful day.

TROPICAL EUPHORIA AROMATHERAPY – 60 / 90 minutes
Results -- Balancing
This relaxation massage uses a blend of tropical essence oils, including jasmine, ylang-ylang and lime, to help you find your energy and balance throughout the day.

PREGNANCY MASSAGE - 60 minutes
Restore – Pampering
This pampering experience is designed with the safety of the mother and child in mind, using unscented or gentle lavender oils and support cushions for optimum comfort.

RELAXATION- LIGHT PRESSURE - 60 minutes / 90 minutes
Relieve – Calming
Tailored to your specific needs, this intense yet gentle Swedish-style full-body massage increases circulation, assist lymphatic drainage and promotes relaxation.
REFLEXOLOGY - 60 minutes / 90 minutes
Relieve – Balancing
Based on reflexology, one of the world’s oldest healing methods, this unique massage targets reflex points in the feet and hands to promote relaxation and bring all of the body’s organs into balance.
Sports Inspired Experiences

SPORTS MASSAGE – 60 /90 minutes
Results – Muscle recovery
This deep-pressure massage targets sore muscles and enhances muscle recovery after exercise, sports or the tensions of daily life. Deep muscle work combines with stretching, rocking, and circulation-enhancing strokes designed to move lactic acid out of the system. A mild soreness may result.

GOLF PERFORMANCE TREATMENT MASSAGE – 60 minutes
Results – Enhance Performance
Improve your performance and avoid injury with this massage, exclusive to Willow Stream Spa and endorsed by world-class golf instructor David Lead better and professional golfer Charles Howell III. With a combination of massage, stretching and acupressure, the treatment improves balance and swing rotation for distance and accuracy.
Kerstin Florial facial experiences

THE ULTIMATE – 90 minutes
Results – Luxurious
The decadent and effective ingredients in this facial treatment repair, firm and hydrate the skin, leaving you looking and feeling renewed. Featuring the Kerstin Florial Caviar collection, the treatment includes a peptide-rich serum and ampoule application, a multi-acid skin exfoliation, a contour-lifting facial massage with stones, and a protein-rich marine sheet to improve skin luminosity.

NATURAL WITH BLACK – 90 minutes
Restore-Hydrating
Pure organic essences, exfoliating fruit enzymes, wild crafted mineral-rich moor mud and nourishing whole-plant serums refine and feed the skin. Facial muscles are toned with a unique contour-lifting massage. You can also opt to receive a hair treatment with organic lavender. This experience includes a back treatment.

ADVANCED CORRECTING - 90 minutes
Results - Radiant
Achieve immediate results with the latest advances in skincare products. This customized facial features a 30% multi-acid exfoliation and state-of-the-art Vitamin- C essence to address and correct specific aging concerns, including hyper pigmentation, fine lines, uneven texture and premature aging. Includes a deep-cleansing massage and a hydrating mask that will leave your skin vibrant. Includes a Vitamin C Ampoule, which can be upgraded to an Intensive Repair Ampoule.

BRIGHTENING LUMINESCENCE - 90 minutes
Restore - Glowing
This results-oriented treatment is specifically designed to address hyper pigmentation and premature aging. Includes an exfoliating multi-acid peel on the face, neck, décolleté and hands to illuminate the skin; a deep-cleansing massage to promote circulation; and a unique brightening mask to give you an immediate glow.

NATURAL - 60 minutes
Restore - Hydrating
Pure organic essences, exfoliating fruit enzymes, wild crafted mineral- rich moor mud and nourishing whole -plant serums refine and feed the skin. Facial muscles are toned with a unique contour -lifting massage. You can also opt to receive a hair treatment with organic lavender.
SENSITIVE SKIN – 60 minutes
Restore-Nourishing
Many things can cause or irritate sensitive skin, including environmental elements, rosacea, aggressive medical peels or laser treatments. All of these require a personalized approach, provided by this ultimate gentle therapy, which improves the skin’s tolerance to irritations, reduces inflammation, nourishes and provides renewed protection.

VITAMIN BOOST - 60 minutes
Restore – Skin Nutrition
Improve your skin’s tone and texture –and restore your natural radiance- with essential minerals and vitamins C, and E . This treatment delivers superstar antioxidants, fights free radicals, helps to boost collagen, reduces inflammation and improve overall skin health.. Includes a gentle pearl polish, vitamin- rich spirulina and CoQ10 ampoule for powerhouse nourishment.

CUSTOM CLEANSE - 60 minutes
Relieve –Refining
Tailored to your specific needs, this anti-aging facial transforms the skin as it firms, hydrates, refines and tones. It features skin- renewing antioxidant formulas, marine protein, a contouring and lifting massage and a hydrating mask. Your treatment is completed with a personal home skincare program, which can be customized for sensitive skin.

GENTLEMAN’S FACIAL - 60 minutes
Relieve - Hydrating
This deep- cleansing and revitalizing facial experience is designed specifically for the special needs of men’s skin, including razor burn .Additional care is taken to analyze the skin for sensitivities. To complete the treatment, a face , neck and shoulder massage is performed, creating the traditional barber experience, without the shave.
Salon Services

Kerstin Florian

ENER’G PEDICURE - 60 minutes
Stimulation and exfoliation

Revitalize weary feet. Turkish salts and our signature Ener’g line—an essential-oil blend of clary sage, chamomile, bergamot and rose geranium—stimulate circulation and exfoliate the feet, which are then immersed in remineralizing salts. A deeply moisturizing foot massages with pure organic oil and lotion completes the grooming. Includes a paraffin treatment.

ENER’G MANICURE – 60 minutes
Nutrition and hydration

Our signature manicure begins with a soak in thermal minerals and our Willow Stream essential-oil blend of clary sage, chamomile, bergamot and rose geranium. This deluxe experience includes a Turkish-salt hand exfoliation, a nail file and an orangewood cuticle treatment, and a hydrating hand massage with aloe vera and jojoba. Includes a paraffin treatment.

MEN’S FOOT GROOMING - 60 minutes
Rejuvenation

This treatment helps to stimulate circulation and revitalize weary feet. Eucalyptus and Turkish salts exfoliate the feet, which are then immersed in a rejuvenating eucalyptus footbath. The grooming concludes with a foot message and a therapeutic balm to seal in moisture.

MEN’S HAND GROOMING - 60 minutes
Hydration

A healthy approach to a traditional manicure, this treatment begins with a soak in thermal minerals and essential oils, continues with a unique Turkish-salt hand exfoliation and is completed with a luxurious hydrating hand massage.

WILLOW STREAM REVIVING MANICURE - 45 minutes
Relieve

This hand experience uses the Willow Stream Reviving Line—an aromatherapy blend of grapefruit, eucalyptus, patchouli and lemon. It includes a hand soak, a myrrh nail-oil application, and a hand arm massage using hydrating body butter.
WILLOW STREAM REVIVING
Relive – Uplifting
This experience is not only a beauty treatment for your feet, but an energizing lift for the whole body. This deluxe treatment, featuring the Willow Stream Reviving line, includes a foot soak in the sea salts and minerals, an exfoliation and a foot massage with hydrating body butter.

MEXICAN OBSIDIAN PEDICURE – 75 minutes
Relieve – Relaxing
In this relaxing experience, a massage with warm Mexican Obsidian stones eliminates tension from your feet and a paraffin treatment seals in moisture. Includes a nail shaping and polish application.
Enhancing your spa experience

Spa experience
Willow Stream Spa experiences last at least an hour. We want you to take the time you need to find your energy

Spa environment
Willow Stream is an adult sanctuary. Guests must be 18 years or older. 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 and we'll be happy to assist you.

Reservations
Spa direct line: +52 (984)206 3038
While at hotel: ext. 560
To accommodate your preferences, advance reservations are recommended. Our knowledgeable Spa Experience Coordinators are delighted to guide you to the experiences that suit your needs.

Cancellation policy
When rescheduling or canceling a spa appointment, please notify the spa four hours in advance to avoid being charged for the service. Cancellation of a package requires 24 hours’ notice. Missed appointments without proper notice are subject to a 100% charge for reserved services.

Hours of operation
Spa facility: 7:30 AM-8:30 PM
Fitness Center: 6:30 AM-9:00 PM
Appointments available: 8:00 AM-8:00 PM

Making spa appointments
Consult with our Spa Experience Coordinators to select treatments that fulfill your personal requirements. To ensure availability, please book your appointment before you arrive at the hotel. Questions are welcome.

Spa arrival and etiquette
We recommend that you arrive 45 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. Please leave jewelry and valuables in your room safe or hotel safe.

**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 be asked to complete a medical–history form upon arrival, so we can better customize your experience to your needs.

**Spa attire**

You will receive a robe and sandals to wear between treatments, and 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. Swimsuits are required in some areas of the spa.

**Spa Experience Coordinators**

Whether in the spa or by phone, our Spa Experience Coordinators will be happy to assist you in customizing your personal experience, from planning your treatments to answering any of your questions or concerns.

**Willow Stream Spa gift cards**

Willow Stream Spa gift cards are available for purchase for all spa services and packages. Please contact Willow Stream Spa reception for further information.

**Taxes and gratuities**

All prices are in USD and are subject to change without notice. Final billing will be presented in local currency (pesos) based on the daily exchange rate provided by the hotel. A 16% value-added tax has been included in all spa services and packages. A 15% gratuity is recommended and can be added to your bill at your request.

Occasionally, not all services may be available.
Hours of Operation
Spa Facility: 7:30 a.m. to 8:30 p.m.
Fitness Center: 6:30 a.m. to 9:00 p.m.
Appointments available: 8:00 a.m. to 8:00 p.m.

Willow Stream Spa en Fairmont Mayakoba
www.willowstream.com
For spa vacation packages visit www.willowstream.com or call 800.441.1414. In Mexico dial 01800-702-4848.