



# Frequently Asked Questions

WILLOW STREAM SPA AT FAIRMONT PACIFIC RIM

## **Do you offer couples services?**

Yes, all of our massages may be enjoyed in the couples suite. We also offer body treatments in the same room, however they must be the same service to ensure minimal disruption to your joining guest. At this time, you must call to secure a couples' service at 604 695 5550.

## **What is the price of a couples massage?**

Couples massages are priced per individual, so the total amount would be double the price listed.

## **What do I need to bring with me to the spa?**

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. We ask that you leave jewelry and valuables at home where ever possible. Willow Stream Spa and Fairmont Pacific Rim are not responsible for lost or stolen articles. We offer lockers equipped with robes and sandals.

## **May I shower after my service?**

We have showers with amenities infused with our signature scent. This includes conditioner, body wash and shampoo. Dental kits, razor kits, shower caps, contact lens cases, contact lens solution and female care products are available upon request.

## **What are your hours of operation?**

We are open 8:00am – 10:00pm, 7 days a week. Our facilities and amenities are available during this period only.

## **What if I arrive into my service time? Will I still get my full length service?**

To ensure that other guests are able to enjoy their service time, you will only be able to enjoy the remainder of your booked service.

## **May I access the spa without a service?**

Spa access is available for a three hour period at \$54.00 for hotel guests, and \$89.00 for spa guests, pending availability, and must be booked in advance.

## **What facilities are available?**

Our spa includes our outdoor Jacuzzi, mineral bath, sauna, outdoor terrace, indoor lounges, men's and ladies' separate steam rooms, ladies' hydrotherapy shower, and fitness centre. Fairmont Pacific Rim's pool deck is located on another floor and is not available for spa guests.

## **Do you offer couples steam or saunas?**

We do not offer private couples steam or saunas, however our co-ed facilities may be enjoyed together with other guests.

## **Is the outdoor terrace covered?**

The outdoor terrace overlooking Coal Harbour with seating and fire pits is not currently covered and is weather-dependent.

## **I am an expecting mother. What can I use?**

The ladies hydrotherapy experience shower, fitness centre, indoor lounges, and outdoor terrace are all recommended.

*The mineral bath, Jacuzzi, sauna, and steam room are not suitable for expecting mothers.*

## **May I shop your boutique online?**

Yes, and we offer pick up or delivery options. Please visit [shoppacrim.com](http://shoppacrim.com).

**WILLOW STREAM**  
A FAIRMONT SPA



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## **I would like to gift a spa visit. How can I do this?**

You are welcome to purchase a Fairmont or Willow Stream Spa Gift Card for your recipient to use at our location or at [buyatab.com/custom/fairmont](https://buyatab.com/custom/fairmont). Gift cards are purchased as cash value and allow the recipient to choose the service that best suits their preference and schedule. Otherwise, you are welcome to call our spa reception team to coordinate a specific booking for you directly.

## **May I order food and beverages in the spa?**

We offer complimentary snacks, fruit and teas. Light food and drinks options can be ordered during your visit and our menu is located [here](#). We suggest pre-ordering these items as they may take up to 30 minutes for beverages and up to 40 minutes for food.

## **May I change my service when I arrive?**

We recommend choosing your preferred service in advance. Adjustments are subject to the provider's availability for the booked time slot. Appointment times cannot be changed within 24 hours.

## **Where can I park?**

We offer discounted valet parking at \$20 for a maximum of six hours for spa guests, available at the entrance of Fairmont Pacific Rim. If you self-park, please ensure to register your vehicle with spa reception, and do not pay at the pay station or you will pay the hotel's nightly rate.