Find your energy
FAIRMONT BANFF SPRINGS
Willow Stream Spa at Fairmont Banff Springs

Nestled deep in the majestic Rockies, in the heart of Canada’s first National Park, Banff feels like the top of the world. Here, sweeping vistas of mountains, sculpted by ice and time, rise to embrace a clear blue sky; rolling green valleys cradle glaciers, rivers and emerald lakes; and pure oxygen floods your lungs, bracing you to the core.

It’s in this spectacular setting that you’ll find Fairmont Banff Springs (known as “the Castle in the Rockies”), proudly inviting travellers to experience the grandeur and warmth of its regal foyers, stunning halls and elegant guest rooms. And it’s here that you’ll find Willow Stream Spa at Fairmont Banff Springs: an oasis of well-being unlike any other.

Reminiscent of the hot springs that beckoned travellers over 100 years ago, the spa’s pulsating waterfalls and tranquil mineral pool rejuvenate tired muscles and soothe troubled spirits. Steam rooms, saunas and eucalyptus inhalation rooms bring welcome relaxation, while spa terraces and an outdoor whirlpool harness the healing power of the alpine air.

We invite you to explore Willow Stream Spa at Fairmont Banff Springs, reawaken your senses and discover your energy.
About Willow Stream Spa

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 the 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 rest. 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 source 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.

Willow: 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.

Stream: The 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 is composed of nature's essential elements: earth, air, fire and water. The willow—wood—is the fifth element. Many of the world's ancient cultures used these elements in some fashion to understand nature's connection to our body and spirit. The proper balance of these elements in nature and in ourselves creates our energy.
Selecting Your Treatments

We have created a simple system to help us guide you in selecting an experience that will provide you with the greatest possible benefit. We want you to say, “That’s just what I needed!” after every treatment. Each falls into one of three categories: Relieve, Restore or Results. In addition, beside these indicators, the benefit of each treatment is briefly described (e.g., deep relaxation) to help you decide.

**Relieve** treatments provide a simple escape from everyday pressures. They are a great pick-me-up, can facilitate relaxation and may involve skin rehydration.

**Restore** treatments are focused on helping you recover from things like stress, travel, overindulgence or your hectic lifestyle. They are rebalancing in nature, and some even provide you with more radiant skin.

**Results** treatments are more intense and involve processes like detoxification, cleansing or anti-aging. They are therapeutic, and many of them include the use of cutting-edge technology.

Another great way to select a treatment is to simply let your instincts guide you.
Willow Stream Spa Products

The products we use are essential to an unforgettable spa experience. We have chosen the exceptional spa and skincare lines Kerstin Florian International (our principal partner), Tata Harper, Tara Spa Therapy, Jane Iredale Mineral Makeup and Willow Stream Reviving spa products not only for the quality and care that goes into each of their products, but also for these brands’ holistic philosophies about well-being.

Find your energy every day: Let our spa professionals customize a home-care program for you, and recreate your Willow Stream Spa experience at home with our products. Or treat a loved one to a special gift, designed to help them find their own energy.
Kerstin Florian International
Kerstin Florian International offers holistic products that combat the skin-damaging effects of stress, age and the environment. We use these products because of their renowned therapeutic quality and the brand’s philosophy: Kerstin Florian International is dedicated to spa traditions, authentic approaches and sourcing the finest mineral, herbal and marine ingredients.

Tata Harper
My husband Henry and I built our headquarters and manufacturing facility on our family farm in Vermont so that we can ensure quality, freshness, and an authentic experience for our clients. Today, our Crown of Flowers on every box is a promise to our clients that they are getting the most advanced, results-driven, 100% natural and non-toxic skincare technology made by us, so they don’t have to compromise their health for their beauty.

Tara Spa Therapy
Tara Spa Therapy, Inc. was the first company to establish Ayurveda treatment programs in spas. Tara’s products promote health and harmony in the body by faithfully following Ayurvedic traditions and principles that have been effective for centuries. This aromatherapy collection is distinctive due to the quality of the essential oils.

Jane Iredale Makeup
Combining up-to-the-minute shades for every complexion and skincare benefits that make it the envy of conventional makeup, Jane Iredale Mineral Makeup is recommended by dermatologists worldwide.

Willow Stream Reviving Spa Products
The scents of our Willow Stream Reviving Spa signature aromatherapy products immediately stimulate your spirit with a refreshing and uplifting blend of grapefruit and rosemary.
Signature experiences

**Ultimate Ascent — 2 hours**
*Restore - Healing*
Experience deep relaxation with a warm, aromatic footbath and foot scrub, followed by a gentle dry-brush exfoliation and a soothing, hydrating massage. A warm wrap and a gentle face and foot massage complete your journey to tranquility — and rediscovered energy.

**The Rose Renewal — 90 minutes**
*Restore - Indulgence*
Enjoy a gentle dry-brush exfoliation to stimulate your skin and improve circulation, followed by a bath infused with minerals and rose petals. The experience culminates with a soothing massage and wrap with rose-geranium and rose-flower oil, cultivated in the interior of British Columbia. Pure indulgence for you, your skin and your attitude.

**Majestic Blue — 90 minutes**
*Restore - Invigorating*
The colour of glaciers, rivers and the sky, blue carries connotations of peace and tranquility. It also underscores this healing experience: Featuring organic mountain lavender (also known as “blue magic”), the treatment includes an invigorating mineral-salt exfoliation, a luxurious wrap and massage with organic essences, including the scalp and feet.

**Destination Rejuvenation — 60/90 minutes**
*Restore – Recover*
A selection of essential oils (to combat jet lag or facilitate altitude adjustment) distinguishes this medium-pressure massage. Focusing on the areas affected by frequent travel — legs, neck, back, shoulders and feet — this treatment helps to regulate sleep, hydrate skin, relieve tension headaches and restore energy.

**Glacial Reflections Facial — 90 minutes**
*Restore - Balancing*
Enhance your mountain escape with this locally inspired facial, ideal for all skin types. A rosehip tea and an aromatic pine footbath relax and prepare you for a balancing rosehip facial massage, a moisturizing masque, and a temple and scalp treatment performed with glacial globes. An experience as unforgettable as Banff itself.
Mountain Mint Pedicure — 75 minutes
*Restore – Revitalizing*
Cooling mint distinguishes this deluxe aromatherapy pedicure, which beautifies and nourishes feet and legs. Includes a luxurious exfoliating scrub, a relaxing massage, foot work, a paraffin treatment and an application of polish. A sensory delight from the knees down.

Customized massage experiences

**Muscle Recovery Deep Tissue — 60/90 minutes**
*Results - Muscle recovery*
This strong-pressure massage enhances muscle recovery by targeting areas that are sore from exercise or just the tension of daily life. Deep muscle work may result in a mild soreness.

**Stress Relief-Medium Pressure — 60/90 minutes**
*Restore - De-stress*
This customized, medium-pressure massage focuses on the areas of your body that are most tense—including your head, neck, shoulders, hands and feet—and involves the use of muscle-melting massage oil. This is a great selection after a stressful day.

**Alpine Aromatherapy Massage — 60/90 minutes**
*Relieve - Calm*
This personalized experience with light to medium pressure massage will help you find energy and balance throughout the day. Customize your massage with one of the following aromatherapy blends: Lavender for calming, Revitalizing for renewal or Ginger for soothing.

**Mountain Hot Stone — 60/90 minutes**
*Results - Deep heat*
This customized massage uses specific techniques to release and relieve deep-seated tension. The use of hot basalt river stones is interspersed with that of healing hands and our warmed balancing oil a blend of lavender, ylang ylang, ginger and eucalyptus. This combination relieves tight muscles and improves mobility, while the aromatic oil uplifts the senses.
Destination Rejuvenation — 60/90 minutes
*Restore - Recover*
A selection of essential oils (to combat jet lag or facilitate altitude adjustment) distinguishes this medium-pressure massage. Focusing on the areas affected by frequent travel—legs, neck, back, shoulders and feet—this treatment helps to regulate sleep, hydrate skin, relieve tension headaches and restore energy.

Mother-to-Be Massage — 60 minutes
*Restore - Pampering*
This pampering experience—designed with the safety of the mother and child in mind—involves gentle or unscented oils and support cushions for optimum comfort.

Shiatsu — 60/90 minutes
*Relieve - Invigorating*
Translated as “finger pressure,” shiatsu is an ancient Japanese technique that uses the thumbs, palms and elbows to manipulate acupuncture points along the body’s meridians—or energy pathways—and enhance the flow of energy.

Cupping Massage — 60/90 minutes
*Results - Recovery*
This focused massage, inspired by ancient Chinese medicine, pairs the tradition of placing suction cups on selected areas of the body with therapeutic massage techniques to produce deeper results. This treatment is designed to relieve muscle tension, stress, promote lymphatic drainage and increase circulation.
Body experiences

Ultimate Ascent — 2 hours
*Restore - Healing*
Experience deep relaxation with a warm, aromatic footbath and foot scrub, followed by a gentle dry-brush exfoliation and a soothing, hydrating massage. A warm wrap and a gentle face and foot massage complete your journey to tranquility—and rediscovered energy.

Willow Stream Elements — 90 minutes
*Results - Grounding*
Discover the restorative power of nature’s elements: earth (mud wrap), air (aromatherapy), water (mineral bath) and fire (warm massage). This centuries-old but scientifically beneficial spa experience combines a medicinal moor-mud wrap, a magnesium-rich mineral wellness bath and a massage. Very beneficial for dry or maturing skin.

Energizing Detox — 90 minutes
*Results - Purifying*
Awaken your senses with this invigorating and purifying journey. Experience a stimulating dry-brush exfoliation followed by an energizing, deep-cleansing salt scrub imbued with organic revitalizing essential oil, to help detoxify and promote circulation. The body is then wrapped with marine algae for an instant nutrient boost and intensive grounding. An invigorating body massage, for a firmer, more toned appearance, completes the treatment.

The Rose Renewal — 90 minutes
*Restore - Indulgence*
Enjoy a gentle dry-brush exfoliation to stimulate your skin and improve circulation, followed by a bath infused with minerals and rose petals. The experience culminates with a soothing massage and wrap with rose-geranium and rose-flower oil, cultivated in the interior of British Columbia. Pure indulgence for you, your skin and your attitude.

Redefining Body Wrap — 90 minutes
*Restore - Renew*
This deeply hydrating body treatment awakens, rejuvenates and renews the skin. Experience a smoothing body scrub followed by nourishing body massage and wrap delivering a firm, healthy look. Treatment promotes skin elasticity while helping to plump and fortify its appearance. Reactivate elasticity, deliver deep, long-lasting moisture to leave skin soft and supple. Enjoy an additional glow restoring mini-facial with your retreat.
Majestic Blue — 90 minutes  
*Restore - Invigorating*

The colour of glaciers, rivers and the sky, blue carries connotations of peace and tranquility. It also underscores this healing experience: Featuring organic mountain lavender (also known as “blue magic”), the treatment includes an invigorating mineral-salt exfoliation, a luxurious wrap and massage with organic essences, including the scalp and feet.

Serenity Ritual — 60 minutes  
*Relieve - Hydrating*

Polished Perfection for Supple Skin. This aromatherapy treatment promotes overall tranquility and serenity helping transform mood and energy. It begins with a body polish which perfects and deeply hydrates every inch of the body while calming and comforting dry skin. Followed by relaxing massage with frankincense essential oils which deepens your breathing and relaxes mind and body. While Rose Otto gently alleviates anxiety and strengthens the inner spirit.

Rockies Rehydration — 60 minutes  
*Restore - Nourishing*

If your time in the Rockies has dehydrated your skin, this experience will replenish it. Following a dry-brush exfoliation, a rich mineral cream—blended with organic essences of revitalizing (fennel, pink grapefruit, mandarin), lavender or ginger oil—is massaged into your skin, absorbed while you are cocooned in warm blankets. Drift peacefully while your face, scalp, neck and feet are treated to a soothing massage.

Seasonings - Feet First — 60 minutes  
*Relieve - Total relief*

Massaging reflex points on the feet and hands relieves tension throughout the body. In this head-to-toe experience, a foot soak and scrub is followed by a foot and hand massage, focusing on vital energy points. While skin absorbs the essential oils, you are pampered with a head, neck and shoulder massage. Great for any season.

Wild About Rose Body Scrub — 60 minutes  
*Relieve - Smoothing*

Begins with a nutrient rich exfoliation of finely ground rosehip seeds to refine and renew the skin. The experience is completed with an application of velvet body lotion combined with rosegeranium and rose-flower oil cultivated in the interior of British Columbia to regenerate and deeply moisturize the skin.
Enhancements

These therapeutic enhancements may be added to any massage or body treatment.

**Mineral Wellness Soak — 30 minutes**  
Relieve - Balancing
Experience transformative wellness with these concentrated, powerful South African salts – a perfect, rare balance of over 60 essential minerals and trace elements that deeply nourish, detoxify and rebalance the body.

**Aromatherapy Wrap — 30 minutes**  
Relieve - Nurturing
While you are wrapped in healing essential oils, enjoy a relaxing face and scalp massage.

**Turkish Scrub — 30 minutes**  
Relieve-Invigorating
Therapeutic mineral salts, rich in trace elements, exfoliate and gently refine the skin. A loofah scrub is followed by an application of rich lotion.

Facial experiences

**The Ultimate Facial — 90 minutes**  
Results - Luxurious
Decadent and effective ingredients leave you looking and feeling renewed. Featuring Kerstin Florian’s Caviar collection, this treatment includes a peptide-rich serum and ampoule application, multi-acid skin exfoliation, contour-lifting facial massage with stones, and protein-rich marine sheet to improve skin luminosity. This facial repairs, firms and hydrates the skin to deliver the ultimate experience.

**Tranqwillow With Back — 90 minutes**  
Restore - Hydrating
Pure, organic essences; exfoliating fruit enzymes; wild, mineral-rich moor mud; and nourishing whole-plant serums refine and feed the skin while facial muscles are toned with a unique contour-lifting massage. Includes back treatment. Optional hair treatment with organic lavender also available.
Advanced Correcting Facial — 90 minutes
Results - Radiant
Producing immediate results with the latest advances in skin-care products, this facial—based on a 30% multi-acid exfoliation, and using a state-of-the-art vitamin C essence—is customized to address and correct specific aging concerns, including hyper pigmentation, fine lines, uneven texture and premature aging. It involves a deep-cleansing massage and a hydrating mask that will leave the skin vibrant. A Vitamin C ampoule is included, and an upgrade to an Intensive Repair ampoule is available.

Glacial Reflections Facial — 90 minutes
Restore - Balancing
Enhance your mountain escape with this locally inspired facial, ideal for all skin types. A rosehip tea and an aromatic pine footbath relax and prepare you for a balancing rosehip facial massage, a moisturizing masque, and a temple and scalp treatment performed with glacial globes. An experience as unforgettable as Banff itself.

Nature’s True Indulgence — 90 minutes
Restore - Radiant
This exclusive ninety minute facial includes a Quadruple - Masque System to act on each level of the skin delivering lifting, hydrating and correcting effects. Advanced muscle-relaxing neuropeptides instantly reduce wrinkles, reinforce collagen and restore the skin’s youthful cushion. Enjoy a luxurious Ageless Hand Treatment and signature facial massages to stimulate healthy circulation. Revive your tired eyes with a thermal-eye therapy masque that will reduce signs of fatigue and immediately give you radiant and healthy skin.

Sensitive Skin — 60 minutes
Restore - Soothing
Sensitive skin is caused by many things—including environmental stress, rosacea, aggressive medical peels and laser treatments. Whatever the cause, this customized, gentle approach improves your skin’s tolerance to irritations, reduces inflammation and renews skin’s natural defenses.

Brightening Luminescence Facial — 60 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 revitalize your appearance, a deep-cleansing massage to promote circulation, and a unique brightening mask to immediately illuminate the skin.
**Vitamin Boost Facial — 60 minutes**  
*Restore - Skin nutrition*  
Improve skin tone and texture for a look of natural radiance with essential vitamins C and E, and restorative minerals. This treatment delivers superstar antioxidants, fights free radicals, helps to boost collagen, heals and improves overall skin health, and reduces inflammation. Includes a gentle pearl polish, and a vitamin-rich spirulina and CoQ10 ampoule for powerhouse nourishing.

**Purifying Detox Facial — 60 minutes**  
*Result - Detoxifying*  
Just like a juice cleanse for your skin! Created to address all skin types and reverse environmental signs of aging. This treatment is a comprehensive detoxification for your skin featuring unique purifying products, powered by fruit enzymes, purple clay and essential oils. Focused deep cleansing of congested pores.

**Custom Cleanse — 60 minutes**  
*Relieve - Clean*  
Tailored to your specific needs to provide the maximum benefit, this anti-aging facial transforms the skin as it firms, hydrates, refines and tones. It features skin-renewing antioxidant formulas, marine proteins, a contouring and lifting massage technique, and a hydrating mask. Your treatment concludes with a personalized home-care consultation. The whole experience can be customized to address sensitive skin conditions.
Advanced Facials

For the most advanced facial results, Kerstin Florian is proud to present their K-Lift Age Management System. This advanced system integrates the strength of three modalities, each penetrating deep into the transdermal layers of the skin, targeting a specific function to improve overall skin rejuvenation. Benefits include: triggering collagen production which lifts and tones, reducing lines and smoothing wrinkles, and tightening facial contours resulting in younger, healthier-looking skin. Expect to see visible results after your first session or book a series for long-lasting, effective results.

Tighten and Transform Ultra — 90 minutes
*Results - Tightening with K-Lift technology*
Energize and transform your skin with this high-performance treatment that includes an exfoliating multi-acid peel for the face, neck and decollete. A Red LED Light and an Impulse Micro-Current help cells rejuvenate, accelerate cell repair, re-educate muscle tone and trigger DNA regeneration. The experience concludes with the infusion of essential nutrients into the skin with cutting-edge Transdermal Delivery technology. Includes an ampoule application and a bio-matrix sheet.

Tighten and Transform — 60 minutes
*Results - Tightening with K-Lift technology*
Energize and transform your skin with this high-performance treatment that includes an exfoliating multi-acid peel for the face, neck and decollete. A Red LED Light and an Impulse Micro-Current help cells rejuvenate, accelerate cell repair, re-educate muscle tone and trigger DNA regeneration. The experience concludes with the infusion of essential nutrients into the skin with cutting-edge Transdermal Delivery technology.

“Just for men” experiences

Stress Relief — 3½ hours
*Restore - Take time*
Step away from your busy life to relax and re-energize. Arrive early and get acquainted with the spa’s facilities. Then, enjoy a 60-minute Stress Relief Massage, a Gentleman’s Facial, Executive Foot Grooming Pedicure and a spa lunch.
Gentlemen’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 exfoliation and razor-burn relief. To complete the treatment, a face, neck and shoulder massage is performed, making this a traditional barber experience (without the shave). Additional care is taken to analyze the skin for sensitivities and specific conditions.

Executive Hand Grooming — 60 minutes
Restore - Moisturizing
This deluxe treatment begins with a hand soak, nail oil application to promote healthy nails, an invigorating Turkish-salt scrub exfoliation, and a hand and forearm massage using rich moisturizing lotion with aloe vera, urea and jojoba oil. A paraffin treatment completes the treatment to relieve dry skin.

Executive Foot Grooming — 60 minutes
Restore - Soft and Smooth
This foot grooming stimulates circulation and revitalizes weary feet. Our deluxe pedicure includes a foot soak in a herbal bath to give you healthy supple feet, and a Turkish-salt scrub exfoliation. The massage includes a therapeutic foot balm and a paraffin treatment hydrates, warms and relieves dry, cracked skin.
Salon services

**Mountain Mint Pedicure — 75 minutes**
*Results - Revitalizing*
Cooling mint distinguishes this deluxe aromatherapy pedicure, which beautifies and nourishes feet and legs. Includes a luxurious exfoliating scrub, a relaxing massage, foot work, a paraffin treatment and an application of polish. A sensory delight from the knees down.

**Reviving Pedicure — 60 minutes**
*Restore - Recover*
An energizing lift for the whole body. Includes a foot soak in a herbal mineral bath with rosemary, mountain pine and lavender, an invigorating Turkish-salt scrub exfoliation. A relaxing foot massage with hydrating foot balm followed by a paraffin application and an application of polish leave you feeling refreshed.

**Reviving Manicure — 60 minutes**
*Restore - Luxurious*
Begins with a hand soak, nail oil application and an invigorating Turkish-salt scrub exfoliation. Followed by a nourishing paraffin treatment and a hand and forearm massage with hydrating and skin-conditioning moisturizer and an application of polish leave you feeling relaxed.

**Shellac Polish Manicure — 60 minutes**
*Results - Lasting Colour*
Nail shaping and preparation of the nail for CND shellac polish. Followed by a relaxing and moisturizing hand and forearm massage.
Hair services

Whether you’re looking for the latest hair style, a vivid colour or an elegant updo, stylists at our spa salon help you look your best. We proudly feature Schwarzkopf Professional who are celebrating 120 years of reinventing hair and are one of the top three hair care brands worldwide. Colour has been at the heart of what Schwarzkopf do and they continue to set new standards in the market with a variety of professional product ranges which we offer including Igora Royal and Blondme.

Makeup services

Our spa salon proudly offers Jane Iredale, The Skin Care Makeup: Non-comedogenic and oil-free, mineral-based Jane Iredale products provide UVB and UVA protection, and are recommended by plastic surgeons, dermatologists and skin-care professionals. This makeup contains pharmaceutical-grade vitamins and antioxidants, ensures instant, weightless coverage, and is perfect even for the most sensitive skin.
Experiences for two

Rockies Healing Retreat for Two — 2 hours
Restore - Ultimate escape
This customized treatment, offered in our deluxe couple's suite, lets you choose from an assortment of locally inspired health and beauty remedies. Enjoy a relaxing footbath, a mineral body scrub, a body mask (selected from local favourites glacial mud, red mineral mud, or native clay and corn), and a pampering bath in our Japanese soaker tub. Side-by-side massages, with your choice of aromatherapy oils, cap the experience.

Mountain Memories — 90 minutes
Restore - Harmonious
This unforgettable mountain experience begins with a dry-brush exfoliation, followed by a bath featuring our mineral wellness soak with eucalyptus. To complete the pampering, choose a 60-minute massage: Relaxation, Sports or Alpine Aromatherapy – your choice of oils and customized pressure, light medium or deep.

Hip Honeymooners — 60 minutes
Relieve - True romance
Featuring rose petals, rose water and rosehip oil cultivated in the interior of British Columbia, this sensual experience is the perfect addition to your holiday for two. A side-by-side dry-brush exfoliation is followed by a massage with rosehip oil, a full-body wrap and a facial massage. A wonderful way to give or receive roses at any time of year.

Side-by-Side Couple's Massage — 60/90 minutes
Restore – Togetherness
The perfect gift to give each other is time together. Let the pressures of everyday life melt away with your choice of side-by-side massage: Relaxation, Deep Tissue or Alpine Aromatherapy – your choice of oils and customized pressure, light medium or deep.
Energy journeys

**Pure Indulgence — 8 hours**  
*Decadent*
This full day of treatments is an exquisite way to refresh the body, mind and spirit. Treatments include a Wild About Rose Body Scrub, a 60-minute Alpine Aromatherapy Massage, a Custom Cleanse Facial, a Reviving manicure and pedicure, a hair treatment (shampoo and blow dry) and a nourishing spa lunch.

**Take a Break — 4 hours**  
*Indulgent*
Allow yourself to unwind. This package includes a selection of traditional spa favourites: a 60-minute Alpine Aromatherapy Massage, a Custom Cleanse Facial, a Reviving manicure and pedicure, and a delicious spa lunch.

**Stress Reliever — 3 ½ hours**  
*Take time*
Step away from your busy life to relax and re-energize. Arrive early and get acquainted with the spa’s facilities. Then, enjoy a 60-minute Stress Relief Massage, a Custom Cleanse Facial, a Reviving pedicure and a spa lunch.

**Take a Short Break — 3 hours**  
*Unwind*
Escape to the mountains with this enticing package, which includes a Custom Cleanse Facial or a 60-minute Alpine Aromatherapy Massage, as well as a Reviving manicure and pedicure.

**Spa Getaway — 2 ½ hours**  
*Relax*
Allow yourself to relax and be pampered with a 60-minute Alpine Aromatherapy Massage or a Custom Cleanse Facial. Then enjoy a Reviving pedicure and delicious spa lunch.

**Signature Sensations — 2 ½ hours**  
*Luxurious*
Arrive early and enjoy the Banff spa ritual, followed by a sensational Reviving manicure and pedicure.
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 know, we’d be happy to assist you.

Reservations
Please call 403 762 1772 (direct) or 800 404 1772 (toll free). While you are at the hotel, please call extension 1772.

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
If you must reschedule or cancel any spa appointment, please notify the spa four hours in advance to avoid being charged for the service. Cancellation of a package, couples or bridal services requires 24 hours’ notice. Missed appointments without proper notice are subject to a 100% charge for reserved services.

Hours of operation
Spa facility: 6:00 am to 10:00 pm
Fitness center: 24 hours
Aquatic pools: 6:00 am to 11:00 pm
Spa appointments: 8:00 am to 9:30 pm
Salon appointments: 8:00 am to 8:00 pm

Spa arrival and etiquette
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. Please leave jewelry and valuables in your room 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 also be asked to complete a medical history form upon arrival, so your spa professional can better customize your experience to your needs.

Spa attire
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.

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

Taxes and service charges
For your convenience, an 18% 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.