

WILLOW STREAM

Experiences Menu



In Fairmont Mayakoba

In the heart of the Mayan jungle, surrounded by crystal clear lagoons, is Willow Stream the Spa at Fairmont Mayakoba. A mystical environment ideal for an unforgettable spa experience that evokes textures, colors and aromas of an ancient culture, and under the shade of the trees, where thousands of years ago they used to raise legendary monuments and temples, you will find a place to rest, renew and find your energy.

Enjoy a revitalizing massage in one of our treatment rooms overlooking the treetops. Spend time with your loved one as you indulge each other in our romantic spa suite. When you're in between treatments find beautiful Mexican gardens, Swiss outdoor showers, and whirlpool tubs in the ladies and mens locker area that will delight your senses. On the terrace, relax your muscles in the healing waters of our exclusive vitality pool, or take a refreshing dip in the sea- mineral pool.

Here you will find unique treatments and experiences based on local traditions and flora, ranging from exclusive Willow Stream experiences to authentic Mayan traditions that include local herbs, essential oils and extracts. Regardless of your choice, the healing touch of our Willow Stream therapists will help you rediscover your energy.

Find inspiration at every step. Find your energy.

About Willow Stream Spa

Results experiences are more intense and help detoxify, cleanse or work as an anti-aging. They are therapeutic and some are assisted with technology.



Our Story

Willow Stream is energy for life. We guide our guests on an energy journey to recover from daily stress or improve their lifestyle.

When nature joins forces with the human touch in a luxurious and joyful atmosphere, energy expands. A connection to nature reminds us to keep a personal harmony, an internal balance of mind and body. It is the natural energy of Willow Stream's amazing locations that we bring into the spa and infuse in each experience. A connection to people helps keep our lives in balance. It is the genuine care and magic of our people together that remind us of our resilient self and returns the spring in our step.

Some call us lively in nature. Find your energy – just for a moment or for the journey a lifetime.

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 as well as connected to the earth); a strong core and, flexible branches. It gains its strength from flexibility.

Stream: A stream represents our energizing journey through life – bending and changing in a peaceful, purposeful manner as it finds its 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, and wood. Many of the world's ancient cultures included these elements in some fashion with each having meaning and connection to our body and spirit. The proper balance of these elements in nature and ourselves creates our energy.

Selecting your Treatments

We have created a simple system to help us guide you in selecting an experience that creates the optimum benefit for you. We want you to say "that's just what I needed" after every treatment you experience. Relieve, restore, or results are how every treatment is categorized. Also, each one has additional benefits to guide you.

Relieve treatments are pure relief from everyday pressures. They are a great pick-me-up and help with relaxation calming or maybe even skin rehydration.

Restore treatments are more focused on recovery from things like stress, travel, overindulgence, or hectic lifestyles. They are rebalancing in nature, and some even provide the opportunity to have more radiant skin.

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OUR PRODUCTS





OUR PRODUCTS

Massada

Massada is a benchmark in natural and mineral cosmetics, # 1 in Spain, thanks to its complete range of highly effective products formulated with the best from nature.

Massada offers products that combine organic biotechnology with own exclusive extracts and differential treatment lines, which allow body and mind to unite the harmony of beauty and health. All formulas have a high concentration of natural ingredients of plant and mineral origin. The extracts are made with the highest quality, using procedures validated by Ecocert, thus preserving the active ingredients in their purest state.

[Comfort Zone]

[Comfort Zone] was born in 1996 as a brand dedicated to the world of professional cosmetics from the vision of its founder, Doctor Davide Bollati, a pioneer in the field of sustainable beauty and current president of the Davines Group. Its mission is to cultivate beauty, inside and out of people, and to promote a conscious lifestyle. Taking care of the skin, body and soul with solutions based on science, offering unique experiences and looking after people and the planet; they select the best ingredients of natural origin, high-tech molecules and the most advanced vehicle systems. Animal derivatives, silicones, mineral oils, parabens, artificial colors and any other ingredient that can be aggressive for the skin and the environment are not used.

FarmHouse Fresh

It is a line of sustainable facial and body care, created in 2005 in McKinney, Texas, USA, that uses powerful botanical extracts, 100% organic, derived from fruits, vegetables, and milk from farms throughout the USA. Combining skincare solutions with botanical ingredients to bring to life personalized products that are served "From Farm to Spa Treatments", inspired by plant nutrition for immediate results. Everything is carefully packed by hand with recyclable materials.

Mayan Health Care

The Natural Benefits Cosmetics laboratory was founded in March 2005, produces and distributes cosmetic products created with natural ingredients that seek well-being through phytotherapy. Its knowledge of Phytochemistry is essential in the manufacture of products, the selection and use of plants and their properties for the benefit of skin care. The brand integrates the model of respect for life, passion for what they do, honesty, responsibility and loyalty.

SIGNATURE EXPERIENCES





Signature Experiences

At Willow Stream, we have created experiences that help us connect with our internal energy, inspired by the combination of elements, natural ingredients, and traditional medicine techniques. The Mayans, as great astronomers, based their life on the sun, the stars, and the moon. They believed and trusted their cycle in the same way as Willow Stream with the elements. That is why we have developed these experiences based on the lunar cycle and hand in hand with the Mayan cosmogony.

New Moon– Element Earth - Uh Tuumben Kuxtal 60 minutes

Renewal and union with the earth, this service begins with a foot and leg massage, followed by a full body relaxation massage while a foot mask of amaranth, prickly pear, chia and aloe vera is applied to nourish and connect.

Waxing Moon – Element Fire - Xunan Uh 90 minutes

Pamper and let your spirit flow with a full body relaxation massage with the Mayan shawl technique. Connecting with the element of this moon, the massage is given with a scented soy candle.

Full Moon – Element Water - Kilchpam 90 minutes

Reflect your inner glow with a relaxation massage with flower essences and a warm seashell pass to relax your muscles, while you hydrate your face with a mini tepezcohuite facial, and connect with your emotions through a harmonization of chakras with aromatherapy and quartz.

Crescent Moon – Element Air - Un Nohochtal 60 minutes

Seed a moment of relaxation and embrace your body with a facial streaming of medicinal herbs, followed by a vigorous application of herbal alcohol and a relaxing full-body massage with a refreshing balm.

FACIALS





Classic Facials by [Comfort Zone]

Deep Pore - Cleansing – 75 minutes

A Treatment with an explosion of vitality: eliminates impurities and promotes an extraordinary skin cell renewal, improving the effect of the products applied afterwards, and a better absorption of the active ingredients into the skin. Deep cleanses, exfoliates, removes impurities and blemishes for glowing regenerated skin.

Stress Relief-Calm and Repair – 60 minutes

The perfect antidote to rejuvenate stressed skin and specifically counteract accelerate aging, while deeply hydrating. The effectiveness of AHAs and the custom selection of concentrated Boosters prevent the signs of aging related to stress and environmental pollution.

Sensitive Skin - 60 minutes

A professional solution to soothe and strengthen sensitive & sensitized skin, fighting all the effects caused by excessive inflammation. Renewing and fortifying, it is recommended for sensitive, fragile and prone skin redness.

Specialty Facials by Massada

Young Lifting Facial – Anti-aging 90 minutes

This rejuvenating treatment offers the ultimate in intensive hydration and softens fine lines. Perfect for all skin types, this advanced experience is the ideal complement to tone and improve the contour of the face, in addition to strengthen the tissues thanks to its powerful revitalizing action and the filling effect of hyaluronic acid, leaving the skin extraordinarily firm and hydrated.

Aromatherapy – Moisturizing, Repairing 90 minutes

Combat aging signs derived from cellular damage. Natural active ingredients, combined with the Massada™ complex, that deeply regenerates and balances tissues, achieving a visibly younger, energetic and deeply hydrated complexion. Maintains the balance of hydration and nutrition according to the needs of each skin.

LOCALY INSPIRED EXPERIENCES





Locally Inspired Experiences

Cha chac Rain Ritual – (vichy) 90 minutes

In the Mayan language, Cha means "to let go" and Chac, the god of rain is one of the most important gods in Mayan history. We invite you to experience our Cha Chac rain suite and leave the outside world behind. This experience begins with a traditional Mayan blessing and burning of copal incense. Relax on the rain table while exfoliating your skin, followed by a healing chaya, yucca and citrus body mask. Relax your senses under the rainwater of the Vichy shower and finish with a delicious massage with citrus oil.

Chocolate, Food of the Gods. 90 minutes

Chocolate (ka'kaw) was sacred in pre-Hispanic Mexico, considered edible gold and offered as a tribute to the gods. Today we recognize its high levels of antioxidants and its ability to nourish the body inside - out. This experience includes an, cocoa body wrap, a scalp massage, and a body moisturizing oil application.

Honey in the Heart (Vichy) 60 minutes

In the traditional Mayan temazcal ceremony, honey reminds us of the sweetness of life. The name of this treatment is derived from the traditional Mayan blessing, "All Good Things. No evil. Honey in the Heart" This experience begins with a honey body wrap, which nourishes and hydrates the skin. It is then removed with a "jungle rinse" under a Vichy, followed by a relaxing massage to end your experience.

Mayan Bath Ritual 90 minutes

This ritual is an ancient tradition that symbolizes the cleansing of the body and soul. The treatment begins with a copal incense purification, a body mask is applied just before immersing in a herbal bath, followed by a nourishing massage of oils to promote hydration and relaxation.

Copal - Mayan Purification 90 minutes

The Mayans believed that the copal incense was to means of communicate with the underworld and it is through the smoke that they purified themselves to be empowered. A traditional herbal and copal energy cleanse is the beginning of the journey. Then the body is cleansed with our Mayan clay used to enhance detox, concluding with a deep relaxing massage offered to activate body circulation.

Treatment ends with an affirmation of the day.

Soothing Sun Aloe Wrap 60 minutes

Your skin will feel hydrated after this nourishing experience. Pure aloe gel is the key ingredient for this treatment, offering a soothing wrap, massage, and facial to restore skin's radiance.



BODY TREATMENTS





Body Treatments

Botanic Bliss 90 minutes

Refreshing dreamy atmosphere surrounded by citrus and botanical aromas; an experience with antioxidant ingredients that nourish and brighten your skin. It begins with a warm welcome and dry exfoliation with loofah, which will help increase your blood circulation and leave your skin prepared to receive all the benefits. Continues with an oil application and a gentle massage to provide deep hydration that when complemented with the wrap, it will nourish you completely. While a mini facial is performed, your treatment will end with a relaxing herbal foot exfoliation.

Feet First 60 minutes

Treatment begins with a unique Willow Stream foot scrub, followed by a hand and foot massage focusing on vital energy points. While the essential oils are absorbed, we offer a head, neck and shoulder massage. A perfect head-to-toe reliever for tension.

Custom Scrub 60 minutes

Illuminate your body from head to toe with a results-oriented treatment, and multi-active experience where you can choose between 3 exfoliants to refine the texture and brighten your skin. Nourish your skin in a body relaxation with long and relaxing strokes on the neck, back, and shoulders.

Willow Stream 4 Elements 90 minutes

A revitalizing cleansing session that requires the four elements to balance the body and calm the spirit with an aromatic and relaxing ritual that invokes a connection with your breathing while natural minerals cleanse dry and dull skin. A double exfoliation is done with a loofah. The fire element completes the journey with a warm coriander oil massage, facial hydration, and optional scalp hydration.

BODY MASSAGES





Body Massages

Muscle Recovery– Intense 60/90 minutes

A custom medium to intensive pressure massage that deeply works stiff, sore muscles to instantly release pain and tension.

Willow Stream Aromatherapy Massage - Relaxation 60/90 minutes

This Swedish style full body massage uses techniques inspired by the art of movement combined with the ancient and mystical aromatherapy to restore harmony and relax body and mind.

Maternity Glow - 60 minutes

This experience relieves legs heaviness and back pain with a full body treatment. It includes a relaxing and rejuvenating scalp and face massage of the scalp and face.

Reflexology – Acupressure 60/90 minutes

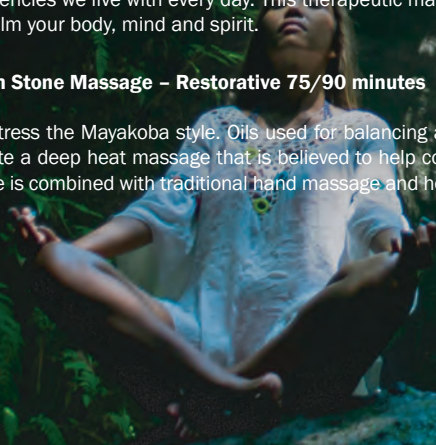
This massage is one of the oldest healing methods in the world, it uses a unique technique aimed at the reflex points in the feet and hands to achieve balance in the body organs and promote relaxation.

Sea Salt Stone Massage - Restorative 90 minutes

From the sea to your body, this full body massage uses a specific sequence for balance. Salt provides additional benefits such as alkalizing, replenishing, nourishing, balancing, and neutralizing the skin and body from the toxic frequencies we live with every day. This therapeutic massage provides deep relaxation and helps to restore and calm your body, mind and spirit.

Willow Stream Stone Massage – Restorative 75/90 minutes

Relieve daily stress the Mayakoba style. Oils used for balancing are combined with our waterheated Mexican stones to create a deep heat massage that is believed to help connect and balance mind and emotions. The stone massage is combined with traditional hand massage and herbal essences.



COUPLES EXPERIENCES





Couples Experiences

Side By Side - Balancing Relaxing 60/90 minutes

The perfect gift is couples time. Enjoy side by side relaxing massages and escape from the pressures of everyday life. Choose between aromatherapy or muscle recovery techniques.

Yucatan Retiro Curativo 120 minutos

Our couples-only retreat is offered in a spa suite with a private balcony, bathroom and shower. You will create your experience by choosing from a variety of local healing and beauty remedies that best suit your needs and mood. A sarong is provided to wear comfortably throughout the treatment and take home afterwards. This experience includes a foot bath, a herbal facial steaming, and a selection of scrubs, followed by one of three different masks made with local products, a side-by-side massage with essential oils and finally a relaxing tea to balance your senses.

Mayan Path Experience 90 minutes

This relaxing experience is the perfect way to spend time with your loved one while being side by side immersed in a ceremonial treatment, designed to bring balance and harmony. It begins with a Copal purification followed by a massage with our signature clay. Complete this treatment with an aromatic bath for two perfect to feel pampered and renewed.

Additional Time

Enrich any of our existing treatments with our selection of additional mini experiences.

Choose from our 30-minute services including:

- Mini facial
- Mini massage
- Scalp massage
- Reflexology
- Intense nourishing hair mask
- Body scrub
- Facial extractions
- Deluxe stone leg massage



Salon Experiences

FarmHouse Fresh Hand Treatment 60 minutes

A mix of scrubs, masks and hand & arm massage, makes this manicure a luxurious and relaxing treatment that will leave your hands ready to show off in the Riviera Maya. Nail shaping and cleaning, in addition to the application of regular nail polish, are included in this treatment.

FarmHouse Fresh Foot Treatment 60 minutes

Our luxury treatment includes a bath of sea mineral salts, an exfoliation, a mask & a foot massage with a moisturizing body cream that help enhance the hydration of your skin and give it an energizing lift, while cleaning and shaping your nails.





Mayakoba Manicure 45 minutes

This hand experience consists of an immersion, exfoliation and a hand & arm massage which is performed with a body butter that hydrates and nourishes the skin. Includes nail profiling and application of regular nail polish.

Mayakoba Pedicure 45 minutes

This treatment includes a foot bath in sea salts and minerals, an exfoliation and a foot massage with hydrating body butter, which will leave you ready to enjoy the Mayakoba sun. Nail profiling and regular polish application included.

Gel Polish Application 30 minutes

Results - Long-lasting color

Nail shaping and prep for gel polish followed by an application of nail oil to hydrate and nourish. A massage with a moisturizing body cream will complete this beautiful experience.

Upgrade Deluxe Hot Stones 15 minutes

Add this luxurious hot stone massage treatment to your pedicure, and create a relaxing experience by removing any tension from your feet.



Looking for a makeover?
Our salon has talented stylists for every look.

Shampoo & Blow Dry Shampoo & Hairstyle/Updo Highlights
Haircut & Style
Bridal Hair Style
Nourishing Hair Treatments
Makeup Services
Waxing Services



Fitness Activities

Maintaining good health is the most important gift we can give ourselves. Our unique spa experiences are enhanced with an optimal fitness program to begin the healing from the inside. Try yoga for the first time or boost your routine, Willow Stream offers a variety of fitness services to experience healthy revitalizing living. Inquire about our fitness services and classes to create a program suited to your lifestyle and needs.

Personalized Fitness Training Sessions
Regular Outdoors/Indoors Classes and Activities
Group Sessions

Please contact our Spa Experience Coordinators to guide you through the fitness options and classes available.

Access Fees

Access to our Spa facilities is complimentary with the purchase of any 60 minutes massage or treatment in the Spa Menu, in case any of our guests would like to extend the use of spa facilities during their stay we can offer:

One day spa full access
Three days spa full access
Five days spa full access
Seven days spa full access
Twilight spa access (from 5pm until closure)





Enhancing Your Spa Experience

Start your spa experience the moment you leave your room - whether you choose to arrive at the spa by boat, bike or on foot, we recommend that you to arrive for your appointment at least 1 hour early, so you have plenty of time to enjoy all the spa has to offer.

Spa Experience

Willow Stream spa experiences last at least an hour because, as with everything worthwhile, there are no short cuts to an outstanding spa experience. We're passionate taking all the time you need to find your energy.

Spa Environment

Willow Stream is an adult sanctuary. Guests must be 18 years of age or older. Cell phones or other electronic devices are not permitted to keep the spa area quiet and to protect your privacy. If you need to receive messages during your time with us, please let our spa staff know, and we will be happy to assist you.

Reservations Telephone Numbers:

Please call (52) 984-206-3038 or from USA and Canada 800-540-6088;

Mexico 01800-702-4848.

At the hotel, call ext. 560.

Cancellation Policy

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

Hours of Operation

Spa Facility: 8:30 a.m. to 8:00 p.m.

Fitness Center: 7:00 a.m. to 8:00 p.m.

Appointments available: 8:00 a.m. to 8:00 p.m

Spa Arrival & Etiquette

We recommend you arrive 60 minutes prior to your appointment time to enjoy the facilities and ensure your treatment starts on time. Late arrivals may result in a reduction of your treatment experience. Please come and spend the day with us!



Health Matters

Please inform us of any health conditions at the time of booking (e.g., high blood pressure, a 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 we can better customize your experience to your needs.

Safety Precautions

The safety of our guests and colleagues is our priority, and we kindly ask our guests to follow safe distance precautions. The use of facemask is mandatory inside all closed spa facilities. The highest hygiene measures have been included in our daily cleaning spa procedures, as well as disinfectants in common areas and treatment rooms. For guests and colleagues safety, our therapists will use facemasks during the duration of the treatment.

Loss or Damage

The spa will not be responsible for any loss or damage to personal valuables, so we ask our guests to leave their valuables and jewelry in the safe deposit boxes of their rooms and avoid entering them into the spa.

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. Swimsuits are required in some areas of the spa.

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.

Group, Corporate and Conference Packages

The spa offers a wide variety of services, packages and group rates. Please contact the spa for information, terms and conditions.

Taxes and Service Charges

For your convenience, taxes and service charges will be added to all spa services and packages. Rates are subject to change. All prices are in US dollars. Final billing will be in local currency (pesos) based on the daily exchange rate provided by the hotel. Occasionally, not all services may be available.

Gratuities

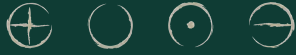
Gratuities for exceptional service can be added to your bill upon check-out at your request.

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.



WILLOW STREAM

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