

Spa Policies

AGE REQUIREMENT

Spa guests must be at least 18 years old for use of the Spa facility and a private Spa experience. The Spa offers limited services and limited Spa access for ages 12-17. Please inquire with a spa representative for details.

WHAT TO BRING AND WHAT TO LEAVE BEHIND

Robe and slippers are provided along with all amenities for hair and body care. Please bring a bathing suit to enjoy the co-ed therapy pool. Please leave jewelry, cell phones, pagers, and cigarettes behind. Smoking is prohibited. We promote an environment of quiet relaxation. We are not responsible for valuables. Bring a book or magazine to read and relax. Bring a friend to share the experience.

WHEN TO ARRIVE

For your enhanced comfort and relaxation, we suggest arriving 30 minutes prior to your treatment. Arriving late will limit the time of your service. Your treatment will end at the scheduled time to accommodate the next guest's appointment. No discounts are made for partially missed appointments.

CANCELLATION POLICY

If you must reschedule or cancel your appointment or package, please notify us 24 hours before your scheduled appointment to avoid a 100% service fee. Cancellations will not be taken by voicemail.

PAYMENT AND GRATUITIES

For your convenience a 20% gratuity will be added to your Spa bill. A choice of leaving any additional gratuity above the 20% is at your discretion. All prices, gratuities and taxes are subject to change. Retail is final sale.



The Spa
Westin Mission Hills

