

# *Etiquette*

Information to help you prepare and make the most of your visit to Skā:nā:

## *For Spa Information*

For reservations and information, please dial 315.361.8200

## *Skā:nā: Spa Hours*

Sun - Thurs: 8am - 8pm      Fri - Sat: 8am - 9pm  
(hours are subject to change)

## *Skā:nā: Spa Tours*

In order to assure privacy and a restful atmosphere for our guests, tours of private spa areas are not given during spa operating hours. Special tours of these facilities can be arranged by appointment, before or after hours. Tours can be arranged through the Spa Manager.

## *Skā:nā: Spa Admission*

Spa treatments are available to guests age 18 and older.

## *Appointments Scheduling*

Spa and Salon appointments may be scheduled at the spa desk. Please call us as far in advance as possible to ensure availability of your requested service. We require a major credit card and telephone number to confirm your appointment. Reservations are subject to availability.

## *Cancellations*

We require 8 hours notice to cancel appointments. The full value of the service will be charged for cancellations made with less than 8 hours notice. No-show appointments will be charged the full value of the service.

### *Gratuities*

An 18% gratuity is automatically added to your spa bill for your convenience. If you would like to amend this amount, please notify the spa receptionist and your bill will be adjusted accordingly.

### *Special Requests*

Based on availability, we will do our best to accommodate special requests. Please make your preferences for male or female therapists known at the time of booking your appointment. We also invite you to discuss any of your preferences or special needs with our spa staff prior to your visit. This will help us better prepare to meet your needs and make your spa experience exceptional.

### *Medical and Well Being*

Please inform us of any medical or special needs that may require our attention. Your confidentiality will be upheld. For your safety and well being, we highly discourage alcohol consumption prior to spa treatments, immediate sun exposure following skin care therapy, and shaving before exfoliating treatments.

### *Spa Enhancement*

Please communicate with your therapist regarding room temperature, music selection, pressure and technique to ensure your overall comfort.

### *Spa Attire*

Complimentary use of our luxurious spa robes, slippers and lockers are provided for all spa treatment guests. Our staff is professionally trained in proper draping designed to ensure modesty and comfort throughout the service for guests who prefer to fully undress for treatments. However, if you are more comfortable, you may wear undergarments for your treatment. The spa provides a luxurious array of personal care products for your complimentary use. Bring your bathing suit to relax in the co-ed mineral pool.



### *Arrival Time*

We invite you to arrive at least 40-50 minutes prior to your scheduled spa service to check in, shower, change into spa attire and begin your spa experience with the Balancing Waters Ritual in our steam, sauna, whirlpool and lounge area. To ensure that all guests receive their full treatment, late arrivals will end at the scheduled time.

### *Valuables*

Please do not bring jewelry or other valuables to the spa. In-room safes are available in your hotel room. Unfortunately, we are not able to take responsibility for valuables that are lost or left at the spa.

### *Considerations*

To preserve our tranquil environment, we are a pager, cell phone, alcohol and smoke-free environment.

### *Gift Cards*

Gift cards for spa, salon, fitness services and spa retail items are an ideal year-round gift for any occasion.

### *Spa Boutique*

Bring the spa experience home with you. Your favorite spa products used in all of our treatments, spa furnishings, and spa gift items are available in our spa boutique.

### *VIP Suite*

Our private spa suite features two Purist Experience Bath soaking tubs, a two-person shower with multi-jets, a private steam and sauna and a treatment room with two massage/facial tables, relaxation area with a chaise lounge and access to the relaxation garden. The VIP Suite is available for rent by the hour.







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