



SPA ETIQUETTE

FREQUENTLY ASKED QUESTIONS

HOW DO I KNOW WHAT SERVICES ARE BEST FOR ME?

Any of our spa team members can assist you in planning the perfect spa experience.

IS THERE AN AGE REQUIREMENT TO UTILIZE THE SPA/SALON?

Yes. The minimum age requirement is 18 to utilize the gym, spa, spa facilities, as well as the spa pool. Salon services are available for all ages.

WHEN SHOULD I ARRIVE?

For enhanced comfort and relaxation, we suggest that you arrive at least 30 minutes prior to your first treatment. This will allow you to enjoy the facilities.

WHAT DO I NEED TO BRING?

The spa provides you with a locker for your belongings, spa robe and slippers, as well as amenities for you to enjoy in the locker room.

WHAT IF I HAVE SPECIAL HEALTH CONSIDERATIONS?

Please notify our spa reservation team when booking, if you have high blood pressure, a heart condition, recent surgeries, allergies, or if you are pregnant.

WHAT IF I HAVE A GENDER PREFERENCE?

Please notify the spa reservation team if you prefer a male or female, for your spa treatment.

WHAT ABOUT MY JEWELRY AND VALUABLES?

If you are a resort guest we encourage you to leave your belongings in your room.

WHAT IF I AM RUNNING LATE FOR MY APPOINTMENT?

Arriving late will limit the time for your treatment. In order to accommodate our next guest, your treatment will end at the scheduled time, so that the next guest will not be delayed. The full value of your treatment will be applied.

CAN I USE MY CELL PHONE WHILE AT THE SPA?

To preserve an ambiance of peace and tranquility, The Spa at Green Valley Ranch is a cell-phone-free environment. Kindly turn off all cell phones and electronic devices prior to entering the spa.

WHAT ABOUT MY COMFORT?

This is your time and your comfort is truly important to us. Whether it is the room temperature, the amount of pressure, or the volume of the music. Please notify us at any time of any discomfort or preferences.

WHAT ABOUT TIPPING?

For your convenience an automatic service charge, which includes gratuity, will be added to your bill. Should you wish to modify this, please notify a spa team member upon check out.