SPA
Etiquette

Spa

grand traverse

RESERVATIONS
Please be sure to make your spa appointments at your earliest convenience so that we are able to assure you a time that best fits your schedule.

CANCELLATION POLICY
The spa requires a 24 hour notice prior to cancellation to avoid being charged the full price of your service.

GRATUITIES
An adjustable 20% gratuity is added to all spa services for your convenience.

ARRIVAL TIME
Please arrive 20 minutes prior to your scheduled appointment time. This allows for change into spa attire and time to unwind in our relaxation area.

ATTIRE
A robe and slippers will be provided for your visit. For any of our wet treatments and for the Plunge Experience, a swimsuit is required.

RECOMMENDATION
After excess alcohol consumption and pro-longed sun exposure, massage and body care services are not recommended.

RUNNING LATE?
Treatments are scheduled on the hour. If you arrive late, your treatment time may be affected to accommodate our next guest. Please call and let us know if you are running late.

GENDER REQUEST
We will do our best to accommodate your preference for a male or female therapist. Each of our therapists is highly skilled, certified and trained in each service to ensure satisfaction, privacy and comfort.

MINORS
Children under the age of 16 are not permitted for massage and body care services. Children under 13 are not permitted for facial services but are welcome to receive nail and hair care services. A guardian must be present in the spa for guests under the age of 17.

LOCATION
Spa Grand Traverse is located on the lower east level of Grand Traverse Resort and Spa. There is outside access from the Spa/Club parking lot at the East end of the building for your convenience.

PREGNANCY
Not all spa treatments are recommended during the first trimester or for high risk pregnancies. After that, please seek the advice of your doctor if you are unsure.

The Spa is a Serene Environment | Please respect those around you seeking a relaxing atmosphere. Please turn off cell phones.