

SPA Etiquette



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, a swimsuit is recommended for your comfort or a disposable swimsuit will be provided upon request.

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 and adults 16 years of age or older are welcome to receive massage and body care services.

**A guardian must be present in the spa for children under the age of 18.*

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.