

# *Spa Etiquette Guide*

## **\*Customer Requests**

You may request a specific gender Massage Therapist while booking an appointment. We cannot guarantee that we will have your request available at all times, however will do all we can to accommodate your request.

## **\*Shaving**

Shaving is not recommended before a Body Treatment or Men's Facials. If you choose to shave, please shave at least one hour prior to your service.

## **\*Health Problems and Comfort Level**

Please notify our Receptionist before booking treatments if you are pregnant, have allergies, high blood pressure, any physical ailments, or disabilities. This will prepare our staff far in advance to provide the best possible spa treatment or therapy for you. When receiving your treatment, the Technician will address your needs based on your personal assessment. You may also communicate to us how you are feeling during your service, and if there is anything specific you would like us to address, please inform the Technician.

## **\*What to Wear During a Treatment**

The Spa at Atlantis does not uphold any dress code. It is recommended during a Body Treatment or Massage that those treatments are enjoyed without clothing although undergarments may be worn if preferred. Professional draping is performed throughout the duration of the service for privacy. We request that all guests take a shower prior to arrival. We will provide robes and slippers for your convenience.

## **\*Guest Timeliness**

We ask that you arrive 20 minutes prior to your reservation time in order to fill out a client consultation form. Late arrivals are subject to a shortened service and will possibly interfere with your treatment, making it not as effective or therapeutic for you. All appointments will end at their scheduled time so that the next guest will not be delayed. Treatment times are not extended based on late arrivals.

## **\*When Making a Reservation**

A credit card is required when making a reservation. Reservations can also be paid in advance by cash or gift certificate at the Spa at Atlantis. To make a reservation call 973-560-5702.

## **\*Spa Payment Inquiries**

We accept all major credit cards, cash and gift certificates purchased from the Spa at Atlantis. Gift certificates can also be purchased by telephone or online. Spa services can not be charged to your hotel room account.

## **\*Cancellation Policy**

A 24 hour notice is required to avoid cancellation charges; no show or cancellation with less than a 24 notice will be charged 50% of the appointment charge. Credit cards or gift certificates will be charged for outstanding balances.

- **Hours of Operation:**  
Monday (On Call Services Only)  
Tuesday-Saturday 9-9  
Sunday 9-5
- **Groups or Large Parties**  
Contact one of our Spa Coordinators for information about our group packages, and spa parties.
- **Bridal Services**  
Contact one of our Spa Coordinators for information about our bridal packages.
- **Seasonal Services**  
If weather permits during the warmer months, poolside cabana massage services are available.
- **Spa Membership**  
Become a Spa at Atlantis Member and enjoy the luxury of having massages and facials for only \$59.95 and save up to 30% off additional spa pampering. In addition you save 10% off retail items, gift certificate discount, and guest privileges.
- **Spa Use and Admission**  
Spa services are available to guests age 18 and older. Included with any spa service is the use of our state of the art sports club. Relax in our indoor, outdoor swimming pools, cold and hot tubs, dry heat sauna and steam rooms or get your exercise in with a fitness class or use of our fitness equipment.
- **Corporate Spa Services**  
Whether you choose to have a private spa get away with colleagues at the spa or prefer that we bring the spa to you, our corporate spa services are the perfect way to distress and stay energized.

*Services and prices are subject to change.*