



FREQUENTLY ASKED SPA QUESTIONS

· HOW EARLY SHOULD I ARRIVE FOR MY SPA APPOINTMENT? ·

Please arrive a minimum of 30 to 45 minutes before your first service or 15 minutes before your first salon service. By arriving early, you will be able to check in, relax and fully enjoy your spa experience. You may wish to shower, steam, whirlpool or even work out in our Fitness Center prior to your appointment. Please remember that your appointment time has been scheduled just for you, and if you arrive late, your service time will be shortened. Should this happen, we will do our best to accommodate you, but out of respect to all guests, we cannot guarantee your full service.

· WHAT DO I NEED TO BRING? ·

The Spa at the Shoals provides robes, spa sandals and a private locker for your personal belongings. If you plan to work out, please bring appropriate workout attire and footwear. Swimsuits (optional) may be worn for wet service, and of course, in the swimming pool. We highly recommend that you do not bring jewelry or any other items of great value.

· DO I HAVE TO DISROBE COMPLETELY FOR MY SERVICE? ·

Our therapists have been trained to respect the privacy of our guests. During each service, the areas of the body not involved will be covered. If you feel more comfortable, you may disrobe to your comfort level so that you can relax and enjoy your service.

· IS IT POSSIBLE TO REQUEST A MALE OR FEMALE THERAPIST? ·

The Spa at the Shoals will fulfill this request whenever possible to make your visit pleasurable and relaxing.

· IS IT OKAY TO VISIT IF I AM PREGNANT OR HAVE A MEDICAL CONDITION? ·

Absolutely! Many treatments are available for the mother-to-be, and our professional staff will advise you on which service may not be appropriate. Please inform our staff when you make a reservation if you are pregnant, have high blood pressure, allergies or any other condition we should know about.

· IS GRATUITY INCLUDED IN THE PRICE OF THE SERVICE? ·

Gratuity is not included in the price of an individual service. In appreciation to the staff for outstanding service, gratuities may be given at your discretion. For your convenience, a gratuity of 20% will be added to all spa package and group appointments.