



Who can guide me in choosing my treatments? The therapists can assist you in planning the perfect spa experience. Unique spa combinations are specifically designed to offer you a selection of our most beneficial spa treatments.

Is there a minimum age? Guests must be 14 years of age or older. We request a parent or guardian to be with a guest younger than 18 years to provide consent. Nail Varnish and Nail Art may be performed at age with written consent of a legal guardian.

What do I wear during my treatment? Most body treatments are enjoyed without clothing. However, please wear what is comfortable for you. You are welcome to wear a costume.

What if I have special health considerations? Please notify our Therapists before your treatment starts if you have high blood pressure, a heart condition, recent surgeries, allergies, or if you are pregnant. Also, please advise us of any medication you're taking. If you have any concerns, please let us know. It is always advisable to check with your doctor prior to your arrival.

When should I arrive? For enhanced comfort and relaxation, we suggest that you arrive at least 15 minutes before your scheduled treatment if it is your first visit. This will allow time to provide a brief information update of your details and expectations.

What about my comfort? This is your time and you should fully delight in the experience. Whether it's the room temperature, the amount of massage pressure, or the volume of the music, please notify us at any time of any discomfort or preferences.

What if I'm late for my appointment? Arriving late will simply limit the time for your treatment, lessening its effectiveness and your pleasure. Your treatment will end at the scheduled time, so that the next guest will not be delayed. The value of your full treatment will be applied.

What about my jewelry and valuables? If possible, please leave such items at home or in your chalet safe.

What is the cancellation policy? If you must reschedule or cancel your appointment, please notify us four hours before your scheduled appointment, to avoid being charged the full service fee.

Considerations

This is a place of tranquility, therefore relax and respect other guests by refraining from bringing cell phones and beepers to the salon. Also, please leave children behind so that you can thoroughly enjoy your moment of solitude and relaxation. This is also a Non Smoking area. Thank you.

How to receive a massage.

If you have not previously enjoyed a massage, you may feel uneasy or shy. We have put together some guidelines that should put you at ease and assist you in receiving the maximum benefit from your massage session.

- Take a warm shower prior to your massage. This will loosen your muscles and help to relax.
- Your body will be professionally draped at all times. Should there be any massage technique you are uncomfortable with, please communicate it to your therapist.
- Advise your therapist about areas of your body that are injured, sore, or tense.
- Mention any medical conditions such as pregnancy, high blood pressure, heart problems, headaches, varicose veins or recent surgery to your therapist.
- If you are suffering from a cold, or flu, or a skin rash, please advise your therapist, as massage will often increase the health risk and discomfort brought about by this ailment.
- During the session, close your eyes and allow yourself to relax as completely as possible. Focus your attention on breathing slowly and deeply.

Beauty @ Mount Amanzi Code of Conduct:

As a Guest, it is your responsibility to:

- Communicate your preferences, expectations and concerns
- Communicate complete and accurate health information and reasons for your visit
- Treat staff and other guests with courtesy and respect
- Use products, equipment and therapies as directed
- Engage in efforts to preserve the environment
- Adhere to the alon's published policies and procedures

As a Spa Guest, you have the right to:

- A clean, safe and comfortable environment
- Stop a treatment at any time, for any reason
- Be treated with consideration, dignity and respect
- Confidential treatment of your disclosed health information
- Trained staff who respectfully conduct treatments according to treatment protocols and the spa's policies and procedures
- Ask questions about your experience
- Information regarding staff training, licensing and certification