

## SPA ETIQUETTE

Please silence any disruptive communication devices, such as cell phones or pagers.

### WHAT TO WEAR

We provide you with a robe and slippers to wear while visiting our spa. You will be assigned a locker to store your personal belongings.

### STORING VALUABLES

Our lockers have personal keys, however for your increased comfort, we recommend that you leave your valuable personal items at home or in your guest room safe.

### LATE ARRIVAL TIME

We ask that you arrive at least 15-30 minutes prior to your appointment time. Arriving late will limit the time for your treatment.

### CANCELING A SPA RESERVATION

Should you need to cancel or reschedule your appointment, please notify us 24 hours prior to your reservation. A cancellation fee of 50% of the treatment price will be charged for late cancellation and 100% of the treatment price will be charged for no cancellation (no show) of the reservation.

### SPECIAL HEALTH CONSIDERATIONS

If you have health concerns or are pregnant, please be sure to notify our spa staff when booking your treatment.

### THERAPIST GENDER

Please feel free to request either a male or female therapist for your treatment.

### PAYMENT

We accept all major credit cards, traveler's checks and cash. We do not accept personal checks. Hotel guests may charge spa services to their hotel room.

### SPA GIFT CERTIFICATES

You may purchase gift certificates for a specific dollar amount or for particular services at the spa or over the phone with Ciel's spa concierge.

### AGE MINIMUM

Guests must be at least 18 years of age to experience our spa. Those under the age of 18 may be accompanied by a guardian during treatment and will be escorted directly to a treatment room. Salon services are offered to guests of all ages.

### FEEDBACK

If your experience at our spa has not met your expectations, we request that you speak with the spa director or manager on duty before leaving the facility. If unavailable, please feel free to call the spa to discuss the issue at a later date.

