

## **Spa Policy**

### **Resort Guests:**

1. Guests who have spa appointments scheduled (excluding nail and tanning services) during their overnight resort stay can use Bathhouse facilities and mineral pools throughout the length of stay.
2. Guests who do not wish to book a spa service, or who have scheduled a nail or tanning service, are welcome to utilize the Bathhouse facilities and mineral pools for an additional \$25/day usage fee, charged to their guest room.

### **Non-Resort Guests:**

1. A treatment must be scheduled in order to use Bathhouse facilities and mineral pools.
2. Non-overnight resort guests will be charged a \$25 fee in addition to the cost of their treatment(s) for use of Bathhouse facilities including mineral pools for the duration of the day of service.
3. Guests under the age of 18 must be accompanied by a parent or legal guardian in order to receive a spa treatment. The Bathhouse facilities are reserved for guests and members 18 years and older.
4. The Gym and Movement Studio are reserved for overnight resort guests and members only.

### **Hours of Operation:**

The spa is open 8 am to 8 pm daily.

The Gym and Movement Studio are open from 5 am to 10 pm daily.

**Reservations:** To ensure that you obtain the appointments you desire, we suggest that you make reservations in advance by calling the spa directly at 707-226-0820 or emailing to [spasolage@solagecalistoga.com](mailto:spasolage@solagecalistoga.com) Spa reservations may also be made at the resort directly at the spa or with the concierge. A valid credit card is required at time of booking.

**Cancellation policy:** If you need to cancel your reservation, please notify the spa 24 hours prior to appointment. Same day cancellations and no-shows will be charged in full.

**Arrival:** We suggest you arrive 20 minutes prior to your scheduled treatment(s) to allow yourself time to check-in, change and enjoy our Bathhouse facilities prior to your treatment. Arriving late will limit the time of your spa treatment.

**Hydrotherapy Circuit:** We invite you to enjoy the mineral pools before your treatment. Our Bathhouse facility includes a large co-ed mineral pool, separate private soaking areas for men and women including a mineral cool plunge, a warm mineral Jacuzzi, eucalyptus steam room and outdoor shower.

**What to Wear:** A robe, slippers, and locker will be provided upon your arrival. You will be properly draped for the duration of your treatment. Please bring a bathing suit for the co-ed mineral pools. The private mineral Jacuzzis are clothing optional.

**Gratuities:** In appreciation of exceptional service, gratuities are welcomed and may be given to the staff at your discretion; 15-20% is customary.

**Day Usage Fees:** Overnight Resort guests who have spa appointments scheduled can use the Bathhouse throughout their stay at no additional cost. Guests who do not wish to book a spa service, or who only book nail or tanning services are welcome to enjoy our Bathhouse facilities for an additional \$25 spa-day usage fee. The spa-day usage fee allows guests to enjoy the full experience at the spa and Bathhouse which includes the enjoyment of the warm and cool plunge pools, steam room, showers and lockers. The day usage fee will be charged to guest room. Non-resort guests will be charged a \$25 fee in addition to the cost of their treatment(s). Spa day guests are welcome to use Bathhouse Facilities and mineral pools for the duration of the day. Non-resort guests must book a spa treatment service in order to utilize spa facilities. The Gym and Movement Studio are reserved for guests and members only.

**Special Requests:** Please call the spa in advance to for any special requests for individual or group treatments.

**Medical:** Please inform us of any medical or special needs that require our attention. If you have high blood pressure or are pregnant, please avoid any heat treatments, steam rooms and warm pools.

**Spa Etiquette:** To ensure that your spa experience is a pleasant one we ask that all guests be considerate to others while enjoying spa treatments and facilities, please try to keep noise to a minimum. We ask that you refrain from cell phone usage and turn off or silence all electronic and cellular equipment while visiting the spa.

Specials, Packages and Gift Certificates: Please inquire about Gift Certificates with our Spa Receptionist.

\*Spa policies, hours of operation and treatment prices are subject to change.