

At Spa My Blend by Clarins, the only location of its kind in The Americas, a truly personalized spa experience awaits you.

Combining the incomparable service you have come to expect from The Ritz-Carlton, Toronto, with the revolutionary face and body treatment concepts from Spa My Blend by Clarins, we have created a one-of-a-kind oasis in the heart of downtown.

This collaboration with some of the finest health and beauty professionals places you at the centre of your very own, fully customized wellness program.

Basking in the natural light of our glass-enclosed, fifth-floor retreat, you will enjoy sweeping views of the city while our lifestyle experts usher away the pressures of the outside world. Enhance your physical wellbeing with one-on-one personal training using our state-of-the-art Techno-Gym, Kinesis and Precor equipment.

We offer a comprehensive selection of face, body and massage treatments, each one customized just for you, in our 16 exquisitely appointed, private treatment rooms. Experience Toronto's first Champagne Nail Bar with luxury pedicure stations and a range of water therapies including a tranquil city-view lap pool, oversized aromatherapy steam rooms, saunas and aroma-infused vitality pools.

Complete your Spa experience by unwinding in our dedicated men's and women's relaxation lounges, or in our heavenly co-ed Urban Sanctuary sunroom.

The ultimate in relaxation and wellness, created with you in mind.

MY BLEND Treatments

My Skin, My Life, My Blend



LIFE CHANGES, CHANGE THE LIFE OF YOUR SKIN

Discover the power of personalized skincare

THE CONCEPT

You are unique.
And so is your skin, just like your fingerprints.

The story of your life, whether biological or emotional, can be read on your skin. It is a faithful mirror of everything that happens in your life. MY BLEND by Dr. Olivier Courtin is a revolutionary concept of highly personalized skincare. His first product line to offer customized formulas, that go beyond skin type and age. MY BLEND treats your skin according to your individual and evolving needs at every stage of your life, with outstanding results.

THE RESEARCH

Strengthening the scientific concept.
Your skin reacts individually to factors such as genetics, hormones, emotions, seasonal changes, environmental and climate conditions, lifestyle and stress levels.

New discoveries about cell synergy complex.
Collaboration with Dr. Laurent Misery, dermatologist and psychologist in charge of the Neuroscience Laboratory at Brest Hospital, has shown that the Cell Synergy Day Complex protects the skin's nerve cells from oxidative stress, thus increasing the skin's ability to stay young because the nerve cells are indirectly involved in the production of collagen and elastin.



MY BLEND Advanced Technology Facial Treatment

The ultimate made-to-measure skin care experience

These exclusive facial experiences will instantly revitalize, rejuvenate and protect your skin from premature skin aging. They will assist in helping to minimize lines and wrinkles using special age-defying LED technology to better firm your skin and stimulate collagen. Our WaveBlend Vibration Technology Machine will firm your face, and the use of Cryotherapy will improve your skin's appearance and reduce any fine lines and wrinkles. Based on the results of your personalized consultation, a unique blend of customized My Blend Essential Formulas rich in peptide complexes and targeted Boosters will be formulated for you to improve skin luminosity, texture and the moisture level of your skin. These in-depth, results-driven treatments will leave you completely regenerated.

Suggested enhancement: The Art of Touch

MY BLEND Precision Facial – 30 min.

This 'express' facial will improve your skin tone, make your skin feel firmer, and smooth any fine lines and wrinkles. To protect the skin from aging, this ultra-personalized facial experience includes exfoliation, hydration, and unique massage techniques, along with our non-invasive 'cold' Cryotherapy to extend the effects of our Essential Formulas and Boosters.

MY BLEND Renewal Facial – 60 min.

The ultimate anti-aging treatment. This ultra-personalized facial experience exfoliates, moisturizes, and massages to protect the skin from aging. The use of our superior, age-defying ColorBlend LED Mask will increase the production of collagen and elastin. Next, our exclusive WaveBlend Vibration Technology Machine will be applied to firm the many contours of your face. To finish your experience, a non-invasive 'cold' Cryotherapy Device will plump the appearance of the skin and diminish considerably any fine lines and wrinkles.

MY BLEND Perfection Facial – 90 min.

Embracing all aspects of the Renewal Facial, this experience incorporates the use of our ColorBlend LED technology, our state-of-the-art WaveBlend Vibration Machine and targeted Cryotherapy work. Experience an in-depth skin consultation, a relaxing scalp, hand and foot massage, and further focus on any fine lines and wrinkles, specifically around the mouth and jaw line.

Add-on to all My Blend Facial Treatments:

Peeling Mask

Boost your facial with our exclusive "My Blend Peeling Kit" which provides deep cleansing for cellular detoxification and vitality. This enhancement diminishes the appearance of fine lines, soothes rough skin texture, and aids in cleansing acne and fading hyperpigmentation. This enhancement is an incorporated addition to your Facial Treatment without requiring additional time.

The HydraFacial

The HydraFacial™ resurfacing procedure thoroughly cares for your skin, providing cleansing, exfoliation, extractions, and hydration, including the Vortex-Fusion® of antioxidants, peptides, and hyaluronic acid. The HydraFacial™ is a non-invasive, non-surgical procedure that delivers instant results with no discomfort or downtime. For lasting benefits, a series of 4 or 8 is recommended.

The Booster - 30 min.

This rejuvenating treatment includes a thorough cleansing, vacuum extractions and advanced hydration. Ideal for skin health maintenance, this non-invasive treatment leaves your skin glowing, even-toned and supple. Also an excellent treatment for the décolleté, back or hands, and can be added to any facial treatment.

The Essential - 60 min.

In addition to The Booster facial, LED therapy is used to stimulate collagen production, kill bacteria and reduce fine lines and even skin tone. A customized mask by Clarins is applied and the DermaBuilder™ peptide complex is infused directly into the deeper layers of the skin to further enhance the anti-aging benefits.

The Ultimate - 90 min.

The perfect powerhouse of the customized My Blend Facial Treatment combined with the HydraFacial. This powerful treatment includes a personalized skin consultation, a customized My Blend product regimen and the Essential HydraFacial for maximum results.

Clarins Treatments

Science, Experience, Senses



CLARINS TREATMENTS: SCIENCE, EXPERIENCE, SENSES

The Clarins Expertise and Treatments

A 100% manual professional method, a complete treatment menu.

A PIONEER IN NATURAL BEAUTY

Clarins has always favoured plant-based key ingredients. Sourced from all five continents, every plant is rigorously analyzed and tested with one objective: to use the most powerful extracts in their most effective concentrations, for optimal beauty results.

THE METHOD

An exclusive, unique method that is 100% manual and constantly being improved upon.

Clarins Treatments involve very precise movements based on scientific knowledge of the anatomy of the face and body. Through a constant dialogue with women and men across the world, Clarins has gained its unique experience, enabling us to constantly update treatment techniques. For over 60 years, this exceptional expertise has been accompanied by exceptional products.

CLARINSPRO

Unique professional formulas specially developed for the expert hands of Beauty Therapists.

A new generation of ClarinsPRO professional products has been formulated by our Laboratories and benefits from the very latest progress made by Clarins Research. Our high performance formulas deliver optimal effectiveness and results to ensure a more personalized treatment.

More than 150 high-performance formulas based on plants and essential oils and developed by our Laboratories.

Clarins skincare is the result of several years of research and technical innovation combined with careful analysis of comments and opinions from our clients. They deliver the ideal beauty solution to all types of beauty concerns and ensure immediate and long-lasting results.

Clarins Signature Facials

Every Age Expert Facial - 60 min.

Clarins has developed new techniques that come from 60 years of knowledge of the skin. At the heart of the treatment is an exclusive facial massage which lifts, reshapes, firms and relaxes. A massage that sculpts the contours of the face, giving immediately visible rejuvenating results. Tests prove it!
Suggested enhancement: Anti-Aging Luminous Eyes

Skin Solution Expert Facial - 60 min.

Clarins takes care of women's essential beauty and has created, for each one, tailor-made treatments that deliver optimal, immediate and long-lasting effective benefits.
Suggested enhancement: Relaxing Mud Wrap

Organic Flora Facial - 60 min.

A truly holistic facial experience that is 100% Organic and 100% Vegan. This botanical deep cleansing facial will be customized for optimal results, incorporating ingredients such as coconut water, goji berry and fig extract. The use of organic and natural whole plant ingredients will awaken your younger side.
Suggested enhancement: Rise and Shine



Clarins Signature Body Treatments

Relaxing Mud Wrap - 60 min.

This wrap will make your skin more supple and radiant by providing it with a boost of vitamins and minerals. While wrapped in a mineral-rich, plant-based mud, you will enjoy the benefits of gentle detoxification while relaxing with a therapeutic scalp and foot massage.

Suggested enhancement: Revitalizing Body Scrub

Tonic Sweet & Salty - 45 min.

An intense toning and relaxing body scrub, this 100% natural exfoliating treatment is based on white jasmine, lavender and plant essential oils. It leaves skin feeling ultra-soft and luxuriously smooth.

Suggested enhancement: Back, Neck and Shoulder Massage

Clarins Wellness Treatments

Beauty Sleep - 60 min.

Experience the ultimate stress-releasing treatment where you will feel completely regenerated from head to toe. In addition to reducing stress and promoting relaxation, this body and face treatment will help you to sleep better and longer... true relaxation for the total body and mind.

Suggested enhancement: Age-Defying Signature Manicure

Rise and Shine - 60 min.

Boost your mental and physical energy with this uplifting body and face treatment. Increase your vitality and let it flow harmoniously. This treatment will strengthen your immune system, increase your blood circulation, and leave you with a radiant glow.

Suggested enhancement: Anti-Aging Luminous Eyes

Figure Shaper - 60 min.

The draining and firming benefits of this treatment help you achieve refined body contours where you want them. This treatment targets both skin density and elasticity – two factors that impact skin aging. This treatment is also highly firming, helping to boost skin tone while promoting smooth, supple skin.

****Please Note: This is not a deep tissue treatment****

Suggested enhancement: Every Age Expert Facial

The Holistic Stress Buster - 120 min.

This personalized journey begins with a refreshing foot treatment, followed by a complete body scrub to enhance the unique sensation of well-being. Enjoy a soothing application of hydrating cream and a relaxing neck, shoulder and scalp massage while your feet are enveloped in deeply moisturizing warm paraffin. You will be cocooned in a soft blanket while enjoying a nourishing, energizing facial treatment. Utter bliss!

Suggested enhancement: Personal Training Session

Massage Therapy

Swedish / Aromatherapy Massage - 60, 90 or 120 min.

A consultation with your therapist will determine the appropriate pressure and desired results, for a tailor-made treatment designed for your individual needs. Your choice of our finest grade aromatherapy oil blends will be used in this supremely relaxing and highly personalized massage experience. Suggested enhancement: MY BLEND Advanced Technology Facial

Hot Stone Massage - 60 or 90 min.

A thorough body massage using heated basalt lava stones reduces stress and soothes aching muscles, bringing about a state of deep relaxation.

Suggested enhancement: Paraffin Hand or Foot Treatment

Deep Tissue Massage - 60 or 90 min.

A deep massage designed to ease severe tension in the muscles and bring relief to an active body.

Suggested enhancement: Tonic Sweet & Salty



Massage Therapy

Massages From Around The World - *60 or 90 min.

*upon request

Discover ancient massage techniques from around the world performed by our expert therapists. To create your custom experience, please select one from the following:

- ◆ **Shiatsu:** A traditional Japanese massage technique based on the theory of energy where manual pressure is applied to specific points on the body to relieve tension and pain. Shiatsu is ideal to prevent Tension Headaches, Sciatic Nerve Syndrome and other common muscular tension in the body. This treatment is highly recommended for gym lovers and athletes, does not require oil or lotion, and is performed while in sports clothing.
- ◆ **Thai:** During this treatment the body is compressed, pulled and stretched, while combined with deep static and rhythmic pressures. Traditional Thai Massage, often referred to as "passive yoga", does not require oil or lotion. To experience this treatment, please wear warm, loose-fitting clothing. Thai Massage is performed on a firm mattress on the floor of your treatment room.
- ◆ **Reiki:** A Japanese healing technique based on the principle that the therapist is able to channel energy into the guest by means of touch. This energy touch activates the natural healing processes of the body and restores physical and emotional well-being.

◆ **Craniosacral Therapy:** A hands-on manual therapy which eliminates muscular restriction and promotes the release of nervous tension. Highly effective in treating stress, headaches, teeth grinding/TMJ, migraines, post-pregnancy pelvic discomfort and muscular imbalances. Unlike a massage treatment which presses and moves tissue, craniosacral therapy requires holding a body part in stillness for extended periods of time. Contraindications include concussion/whiplash in the last 6 months, diagnosed brain tumor and a heart pacer. No oils are used during this treatment.

◆ **Reflexology:** This treatment involves the application of pressure to the hands, feet and ears with specific thumb, finger, and hand techniques. It is based on a system of zones and reflex areas that purportedly reflect an image of the body on the feet, hands and ears with the premise that such work affects a physical change to the body.

◆ **Lomi Lomi:** This massage is a traditional Polynesian technique focused on energy flow. Hawaiian belief is that Lomi Lomi helps to release blockages in the body giving energy new direction. Lomi Lomi is very relaxing and promotes emotional, mental, spiritual and physical healing.

◆ **West + East:** This unique experience features a Swedish Massage with elements of Thai Massage, Shiatsu and Reflexology.

Suggested enhancement: Foot Ritual

Pampering for Mother-To-Be*

Prenatal Massage - 60 or 90 min.

Enjoy all the benefits of a relaxing, full-body massage. This luxurious treatment uses advanced massage techniques and a nourishing oil, for a feeling of comfort and well-being.

Suggested enhancement: Lighter Legs

*not available during the first trimester



Couples Treatments

Our luxurious "Cloud 9" treatment suites offer total privacy and opulent relaxation. These experiences are popular with partners, mothers and daughters, and friends looking for a secluded spa experience.

Floating on a Cloud...Together - 120 min.

Experience side-by-side treatments in your own private suite. This signature treatment has been designed to entice all of your senses. You are welcomed with a warming foot ritual that refreshes your soles with an exfoliation made from the essential oils of rosemary, rosewood and mint blended with salt and sugar. You will be introduced to a selection of the finest aromatherapy oils, which will be used in performing a relaxing, full-body massage. It's the perfect way to reconnect by taking some well-deserved time-out, together. Enjoy 30 minutes of relaxation after the treatment in our luxurious couples treatment suite and refresh with a glass of bubbly.

Suggested enhancement: Soothing Bath Experience

Personalized Couples Massage - 60 or 90 min.

With the personalized attention of his or her own therapist, each guest can select their preferred massage, to be performed in tandem in our luxurious couples treatment suite.

Suggested enhancement: Personalized Couples Facial

The Couple's Retreat - 180 min.

- Skin Solution Expert Facial
- Swedish / Aromatherapy Massage
- Classic Pedicure

In your private suite, experience our Swedish Massage and Skin Solution Expert Facial, followed by our Classic Pedicure.* Enjoy our truly customized retreat for two.

*Pedicure performed in our Champagne Nail Bar.

Clarins Men's Therapy

Skin Recharger Facial - 60 min.

Fight fatigue and firm up! A complete treatment for men's skin affected by external factors and irritation from shaving. It purifies, moisturizes, reduces the look of wrinkles and dark circles, and truly energizes the skin. At the end of the treatment, a massage of the scalp, neck and shoulders brings an instant feeling of wellbeing. You look rested, relaxed, and completely reenergized.

Suggested enhancement: Swedish / Aromatherapy Massage

Blokes and Beer - 150 min.

A revitalizing treatment designed with the beer-lover in mind. This service includes a "Man-E-Cure," a personalized facial and a full-body massage. Post-treatment, enjoy chilled bottles of Mill St. Organic Lager as you relax in our Gentlemen's Lounge. This treatment will have you feeling refreshed and in good spirits!

Sports Manicure - 30 min.

Smooth away the rough edges of an active lifestyle with this invigorating treatment that leaves your hands looking naturally refined.

Sports Pedicure - 60 min.

Feet really get a workout, and this treatment provides a soothing, relaxing experience that will keep yours healthy and handsome.



Gentlemen's Power Hour - 60 min.

Short on time but need to look your best? Choose from our express men's maintenance services and get back to your desk looking fresh and fantastic in one hour. Choose one from each group below for a total of three express treatments.

Group A

- Express Cleansing Facial
- Back, Neck & Shoulder Massage
- Sports Manicure

Group B

- Soothing Scalp Massage
- Therapeutic Foot Massage
- Man-E-Cure Nail Buff and File

Group C

- Brow, Nose or Ear Waxing
- Anti-inflammatory Eye Treatment
- 15 minute Power Nap



Signature Treatments

The Art of Touch - 60 min.

The Art of Touch is a complete, energizing, regenerating treatment for the face and body. It is an experience to help balance harmony and energy. It relaxes the features of the face and gives a new vitality to the body. This new concept is based on three energetic touches that bring the very best in massage and skincare.

The Balancing Touch = brings relaxation

The Stimulating Touch = energizes the entire body

The Enveloping Touch = regenerates

A unique melting ClarinsPRO professional product rich in Shea Butter, Carnauba Wax and Coconut Oil is used to give the optimal effectiveness. Clarins expertise at its very best.
Suggested enhancement: Tonic Sweet & Salty

Rebalancing Massage - 60 or 90 min.

A sweet honey massage that alternates manual movements and hot polished marble stones to promote complete and utter relaxation. This truly soothing experience uses a honey-textured massage medium that blends gently into the skin to eliminate tension and prolong the feeling of wellbeing.
Suggested enhancement: Revitalizing Body Scrub

Floating on a Cloud - 90 min.

Our signature treatment will entice all of your senses. You will be welcomed with a warming foot ritual to refresh your soles with an exfoliation made from essential oils of rosemary, rosewood and mint blended with salt and sugar. You will then be introduced to a selection of the finest aromatherapy oils, which will be used in performing a relaxing, full-body massage. The oils are enriched with hazelnut oil rich in vitamin E to provide your skin with nutritive benefits. This experience will leave you completely relaxed, as though you were floating on a cloud.

Suggested enhancement: File & Polish

The JetLag Reviver - 90 min.

Whether you are recovering from extensive travel or a hectic lifestyle, this ritual will revive you from head to toe. The treatment begins with a back exfoliation followed by a deeply relaxing hot stone back massage. You will then enjoy a neck, shoulder and scalp massage to reduce tension and promote relaxation. A nourishing facial massage will re-energize the skin and leave you refreshed and revitalized. The treatment will be completed with a foot massage and an application of stimulating leg emulsion to promote circulation and reduce water retention.
Suggested enhancement: Anti-Aging Luminous Eyes

Discovery Enhancements

(Additional Time Required)

The following selection of discovery treatments has been created to enhance our facials and body treatments for a truly unique experience. These enhancements do require additional time as noted.

◆ **Back, Neck and Shoulder Massage** - 30 min.

This tailor-made upper body massage targets tension points and provides instant relief.

◆ **Skin Refresher Facial** - 30 min.

This highly concentrated vitamin treatment helps reveal a healthy, glowing complexion. Followed by a nourishing massage, this treatment will restore the skin's natural energy and vitality. The perfect addition to any body treatment.

◆ **Lighter Legs** - 30 min.

Stimulate circulation and reduce water retention and swelling. Active ingredients such as chamomile, basil and sage will relax, tone and re-energize tired legs.

◆ **Revitalizing Body Scrub** - 30 min.

The ultimate glow-getter! Clarins' tantalizing body polisher combines essential oils of rosemary, rosewood and mint with sugar and salt for a luxurious experience that smoothes away dead cells to reveal glowing skin.

◆ **Anti-Aging Luminous Eyes** - 15 min.

Enhance your facial with a complete eye contour treatment to decongest, smooth, moisturize and diminish fine lines and wrinkles.

◆ **Soothing Scalp Massage** - 15 min.

This deeply relaxing massage provides an ideal enhancement to any treatment and is the perfect antidote to stress.

◆ **Therapeutic Foot Massage** - 15 min.

Relieve stress with a therapeutic treatment that stimulates key pressure points for all-over relaxation.

◆ **Foot Ritual** - 15 min.

A welcoming ritual to cleanse and exfoliate your feet – and the perfect prelude to any spa treatment. Includes a relaxing massage to increase energy levels and release tension.

Waxing and tinting available on request

Enhancements

(No Additional Time Required)

Upgrade your treatments by choosing one or more of our specially created service enhancements. Enhancements are available as incorporated additions to facials and body treatments without requiring additional time.

◆ **Dry Body Brush**

Dry skin brushing is a powerful detoxification aid that stimulates your lymphatic system and helps to release toxins. May be added to any massage.

◆ **Intense Moisture Body Butter**

Combine the sublime benefits of a lifting and smoothing body butter with aromatherapy oil for rich melting hydration to refine skin texture, soften and restore suppleness. May be added to any massage.

◆ **Hot Stone Muscle Melter**

Combining hot stone movements with a full body massage, the basalt hot stones reduce stress and promote deep relaxation, encouraging blood flow throughout the body. May be added to any massage.

◆ **Yoga Balm**

Yoga Balm with pure plant extracts will help to detoxify, promote new cell growth and reduce joint & muscle inflammation, as well as elevate mood. May be added to any massage.

◆ **Spinal Back Treatment**

Warming Arnica and Ginger infused oil is massaged deep into the spinal muscles to reduce tightness and help alleviate pain. May be added to any massage.

◆ **Warm Hand or Foot Mask**

Experience deep, warm moisture for hard working hands or feet. This mask alleviates tightness from activities such as sports or typing. May be added to any facial or massage.

◆ **Paraffin Hand or Foot**

Paraffin wax has many health benefits and is known to relax muscles, increase blood flow, relieve joint stiffness and reduce pain. May be added to any treatment.

◆ **Peeling Mask**

Boost your facial with our exclusive Peeling Mask which provides deep cleansing for cellular detoxification and vitality. Diminishes and soothes fine lines and rough skin, aids in cleansing acne, and fades hyperpigmentation. May be added to any facial.

◆ **Age-Defying Eye Mask**

Our exclusive hydro gel mask improves the condition of the delicate skin around your eyes. Instantly treat puffiness and dark circles, while reducing fine lines and wrinkles. May be added to any facial.

◆ **Moroccan Oil Scalp Massage**

The lightweight but concentrated formula of Moroccan Oil is infused with antioxidant-rich argan oil, lavender and geranium essential oils to nourish and soothe the skin. May be added to any facial or massage.

The Champagne Nail Bar

Experience the highest level of hand and foot care in Toronto provided by our expert technicians. Choose from our selection of treatments to leave you perfectly polished. Add a glass of bubbly to enhance your experience.

File & Polish - 20 min.

The Classic Manicure - 45 min.

The Classic Pedicure - 60 min.

Enjoy a harmonizing soak, relaxing application of hydrating cream, cuticle clean-up, nail shaping and expertly applied polish.

Age-Defying Signature Manicure - 60 min.

This rejuvenating treatment leaves hands soft and beautiful and feeling wonderful. It includes detailed cuticle work, an exfoliator, a soothing massage and a warming mask and paraffin treatment.

Precision Signature Pedicure - 75 min.

A complete treatment using precision tools to reveal beautiful, lighter-feeling feet.

Shellac File & Polish - 30 min.

Shellac Manicure - 45 min.

Shellac Pedicure - 60 min.

The original Power Polish which provides you with extended wear of superior colour and shine with no dry time. Improve your nails and remain perfectly polished for any occasion.

Please book extra time for Shellac removal. Additional fee will apply

Signature Champagne Manicure - 60 min.

Our signature treatment includes a classic manicure with a relaxing hand and arm hot stone massage and hydrating paraffin mask. Included in this lavish treatment is a glass of champagne.

Signature Champagne Pedicure - 75 min.

A decadent and results-oriented treatment combining our Precision Pedicure with luxury and of course a glass of champagne to sip while being truly pampered.



Packages

HALF DAY RETREATS

Perfect Detox Program - 2 hrs 30 min.

- The Revitalizing Body Scrub
- Figure Shaper
- Skin Solution Expert Facial

Recapture Your Glow - 2 hrs 45 min.

- Tonic Sweet and Salty
- Skin Solution Expert Facial
- Signature Manicure

The Stress Reliever - 3 hrs

- Relaxing Mud Wrap
- Swedish / Aromatherapy Massage
- Every Age Expert Facial

FULL DAY RETREAT (includes lunch)

The Rejuvenation Experience - 5 hrs 30 min.

- Relaxing Mud Wrap
- Rebalancing Massage
- MY BLEND Advanced Technology Facial
- Anti-Aging Luminous Eyes
- Classic Manicure
- Classic Pedicure

Personal Training

Our expert team of personal coaches specialize in one on one personal training whether you are completely new to training or an experienced athlete, our diverse team of qualified professionals will develop a program specific to your needs and help you work towards your goals.



Spa Etiquette

In order that we may serve you better, we ask that all guests review and observe our spa etiquette guidelines.

Age Requirements

Spa services are available to guests 18 years and older. Nail services are available to guests of any age.

Reservations

Please reserve appointments at least three weeks prior to arrival so that we may meet your scheduling requests.

If you are a mom-to-be or have health concerns, please let us know so we may consult with you on spa services that are recommended during this time.

Access to the Spa facilities is complimentary with a one-hour or longer spa service, as well as for hotel guests.

Spa Check-In

Please arrive 30 minutes prior to your appointment to begin the relaxation experience.

Arriving late will limit the time for your treatment, thus lessening its effectiveness and your pleasure. Your treatment will end on time so that the next guest will not be delayed.

In order to comply with the College of Massage Therapists of Ontario, all Registered Massage Therapists (RMTs) must have guests complete Health History Forms before their treatment commences. Arriving on time ensures you will have sufficient time to complete your form and enjoy the full duration of your treatment. The completion of these forms also ensures your RMT is better equipped to treat you and your specific conditions.

****Please Note:** We do require your completed form and signature in order to provide an Insurance Receipt from your Registered Massage Therapist.**

Please do not bring valuables to the spa. The spa and hotel are not responsible for lost or stolen articles. Before departing the Spa, please ensure that you have collected all personal items from your locker or the pockets of your bathrobe.

Cancellations

Treatments are reserved especially for you. We kindly request a 24-hour notice for cancellation or rescheduling to avoid a full service charge. Group reservations are subject to contracted agreement.

Gratuities

In an effort to make your spa experience as seamless as possible, an 18 percent gratuity will be added to your services and packages. This is at your discretion and may be adjusted with our Spa Concierge should you prefer.

Special Consideration

We offer guests an opportunity to escape to a relaxing atmosphere. We therefore ask that guests enjoy quiet conversation only, and refrain from using cell phones. The spa and pool are smoke-free environments. For complete privacy, please avoid using cameras in the spa.

Gift Certificates

Gifts of relaxation are available through the front desk.

