

# Spa at the JCC Etiquette & Policies



Our goal is to provide you with a thoroughly relaxing & rejuvenating spa experience in a peaceful, tranquil environment. Please follow these suggestions so we may ensure you have the best and most comfortable spa experience possible.

## Ambiance

Please speak quietly when talking and turn your mobile phones to off, vibrate or silent mode.

## Clothing, Jewelry & Accessories

Although we don't require special attire, we recommend you remove all clothing for massage treatments. Undergarments may be worn if preferred. Professional draping is used during the entire duration of the service for your comfort and privacy. We will also provide robes and slippers for your convenience.

For a shiatsu massage we recommend wearing yoga or workout clothes.

Please leave your jewelry at home or lock all valuables in your locker. We cannot be responsible for loss or damage to personal items, including clothing, jewelry and accessories.

## Age Requirements

We accept guests 13 years and up for facials and 18 years and up for massage. However, some services may require parental release before they can be rendered. We also ask that only those receiving services accompany you to the spa.

## Please Arrive Early

To get the most from your visit and to ensure that you begin your spa experience on time and in a relaxed state, we highly recommend that you arrive 15 minutes prior to your appointment. Allowing extra time will give you ample opportunity to fill out necessary paperwork, take care of any last minute details for your personalized service, choose a locker, change out of your street clothes, and enjoy your spa experience to the fullest.

## Pregnancy & Other Health Issues

If you are pregnant, let us guide you in selecting the most suitable treatments for your particular stage and condition. In addition, please advise us of any health issues such as high blood pressure, heart condition, allergies, or any other condition that may hinder or prohibit a particular treatment.

## Late Arrival

If you arrive late, your session may be shortened in order to accommodate others whose appointments follow yours. Depending upon how late you arrive, your therapist will determine if there is enough time remaining for you to benefit from your scheduled treatment. Regardless of the length of the treatment actually performed, you will be responsible for the "full" session. Out of respect and consideration to your therapist and other customers, please plan accordingly and be on time.

## Cancellations

We require a credit card or gift certificate number to reserve your appointment.

For all services, we require 24 hours notice in the event of cancellation of any single treatment, Spa Package or Multiple Services.

If full notice is not provided, you will be charged for the full amount of the missed service or services.

We appreciate your consideration in honoring our Spa payment policies.

## No-Shows

Anyone who either forgets, consciously chooses to forgo their appointment, or does not show up for whatever reason, and does not call us within the 24 hour prior notice time frame, will be considered a "no-show." They will be charged for their "missed" appointment, which will be billed to them for the total amount of the reserved services.

## Communicate with Your Therapist/Service Provider

Please don't hesitate to give us the appropriate feedback about massage pressure and tell your service provider if the massage is too firm or not firm enough for your needs.

Also let us know your particular preferences regarding room temperature, volume of music, or scents so we can provide you with the most enjoyable service.

If you are very pleased with the service you received, or if you enjoyed a particular massage technique, please let us know. All feedback will ensure you have a great experience at your next visit.

## Gratuities

Gratuities are always appreciated, but never expected! If you choose to provide one, 15% is appropriate.

*Thank you for choosing the Spa at the JCC! We pride ourselves on providing you with exceptional service.*

*The Spa at the JCC is open to the public. A non JCC member may use the Spa up to 3x/year; Public rates are offered at an additional \$30 to the member rates listed below and include access to all facilities for the day.*

*If you have any additional feedback or questions about our services or policies, please contact us at 201.408.1480 or 201.408.1441.*