

FAQ

OUR INVITATION TO YOU

The Spa at The Heldrich invites you to leave your worries and cares behind you. We offer many treatments to rejuvenate the body, revitalize the soul and relax the mind. Choose from our extensive menu of services including massages, facials, body treatments, pedicures and manicures.

SPA GUESTS CONSIDERATIONS

ARRIVAL: We ask that you arrive 15 minutes before your spa appointment so you can unwind and enjoy a shower or relax in our dry sauna, or both, prior to your body treatment.

AMENITIES: For your comfort we provide ladies and men's robes, slippers, towels, showers, lockers, body & hair shampoos, and hair dryers in both locker rooms. We regret that we cannot be responsible for loss or damage to your personal articles. We discourage shaving prior to facials and body treatments. Spa Guests are able to enjoy the fitness center and in door pool with appropriate attire.

APPOINTMENTS: We recommend appointments be made in advance so that we may accommodate the service and time you prefer. Hotel guests are encouraged to make spa appointments at the time lodging is reserved to ensure that you receive your desired service times.

CANCELLATION/LATE ARRIVALS: Time is a very precious commodity. Late arrival for an appointment may result in an adjustment to your service so that we don't run late for our next guest. If you need to cancel your spa appointment please call at least 24 hours prior to the appointment time. Failure to do so will result in 50% of the full service rate charge to your account.

CELL PHONES: We ask that all cell phones be turned off or on vibrate while in the Spa.

PRICES: All service fees are subject to change.

GRATUITIES: For our guest convenience, a 20% gratuity will be added to service fees at check-out. If you feel the service provider exceeded your expectations and you would like to leave an additional gratuity, you are welcome to.

GIFT CERTIFICATES: They always make the perfect gift. Simply apply a dollar amount of your choice, and the recipient chooses which services they like. Please allow at least 24 hours for our gift certificates to be ready for pick-up. For guest convenience you may request gift certificates to be mailed to you.

PAYMENT: We accept Visa, Mastercard, Discover & American Express. Credit cards are required for booking all multiple spa service appointments. If you are a guest of the hotel, the charges may be billed to your room for your convenience.