

About Your Spa Experience

Welcome to the Lorien Spa. We are pleased to offer the ultimate spa experience, which includes use of our Fitness Center and full-amenity locker rooms including men's and ladies' steam rooms.

Appointments and Reservations

We strongly recommend that you schedule spa appointments prior to your arrival at the Spa. Reservations are subject to availability and must be guaranteed with a hotel confirmation number or credit card.

Cancellation

Treatment times are reserved especially for you. We kindly request that cancellations or changes to appointments be made at least 24 hours in advance for single services and 48 hours in advance for multiple treatments. A 50% charge will be applied to your credit card for failure to follow this policy. No show appointments will be charged in full.

Do you have special health considerations?

Please notify our reservation department if you have high blood pressure, allergies, any physical ailments or special needs that would affect your choice of services or if you are pregnant. This information may also be completed on your Personal Care Guide upon arrival at the spa.

Arrival

We suggest that you arrive 20 minutes before your appointment time to sign in and enjoy a steam and shower in our well-appointed locker rooms.

Late Show

As a courtesy to following clients, late arrivals will only receive the remaining available appointment time and will be charged the full service fee.

What should you wear?

A robe, slippers and day locker will be provided for you upon arrival to the spa. Disrobe to the level of your comfort. Undergarments are not necessary, but you may wear them during your treatment if you prefer. Our licensed therapists are trained to drape a sheet or towel over your body in a discrete manner, assuring your privacy at all times. For facials, we provide body wraps to cover the lower and upper half of your body.

Do you need help choosing your treatment?

Our spa reservation department will help you plan the perfect spa experience based on your specific needs.

Should you shave before a treatment?

Shaving is not recommended prior to any body exfoliation treatments or hair removal services. We do, however, recommend that MEN PLEASE SHAVE 2 HOURS PRIOR to their scheduled facial treatment.

Is there an age requirement to use the spa?

All spa guests must be 16 or older to schedule a treatment and use the Fitness Center and Steam Room.

Cellular Phones

In consideration of our other guests, we ask that you turn off your cell phone and/or other devices before entering the spa.

Payment and Service Charges

We accept all major credit cards. Hotel guests may also charge the service to their room. For your convenience a 20% gratuity will be automatically charged to your bill. This charge is always billed at the guest's discretion.

Are Gift Certificates available?

Spa Gift Certificates are a wonderful way to give the gift of health, relaxation and beauty to the special people in your life. We will be more than happy to assemble a group of services that fit any personalities or special occasions. Gift certificates may be purchased at the front desk or by phone and may not be redeemed for cash, only for product and services please.

Valuables

The Spa is not responsible for damage or loss of your personal belongings. Our recommendation is not to bring valuables to the spa. Thank you and we look forward to your visit!