



How early should I arrive for my spa service?

We recommend you check in at the spa 30 minutes prior to your first scheduled appointment. Unfortunately, late arrivals will not receive an extension of their scheduled appointment. To begin your spa experience, we invite you to use the steam, whirlpool and shower facilities, or relax and take in the beauty of the beach on our rooftop garden.

What do I wear for my spa service?

Upon your arrival, you will be given a robe and sandals to change into before your service. We suggest you disrobe to your comfort level, keeping in mind that therapists will drape your body and expose only the portion of your body that are being treated.

Should I tell anyone about my medical history?

Prior to your appointment, you will complete a Personal Care Guide with basic information regarding your medical history. This will help our therapists provide you with the very best spa experience and assure your maximum safety and comfort.

May I cancel or move my appointment?

Your spa appointments are reserved exclusively for you. As a courtesy to our therapists and other guests, we require a 6-hour notice if you must cancel or reschedule an appointment. Failure to do so will result in a 50% charge of your scheduled service. If it is necessary to reschedule an appointment within the 6-hour period, a \$35 fee will be charged. All no-shows will be billed in full amount for their scheduled services.

May I request a male or female therapist?

Absolutely. You may request your preference when booking your appointment. Please keep in mind that all of our therapists are highly skilled professionals and are well trained in privacy draping techniques, to provide you with the utmost comfort for your spa experience.

Should I wear my jewelry to the spa?

We recommend that you leave all jewelry and other valuables at home. If you are a guest at the Don or Beach House Suites, please leave all valuables in the safe located in your guest room. The Spa Oceana is not responsible for lost or stolen property.

May I bring my children to the spa?

Yes, but children must be accompanied by an adult at all times. Ages 4-12 may enjoy nail care and salon services and Ages 13-17 may enjoy massage and facial services. Teen guests are required to wear a bathing suit during services performed behind closed doors. Guests under 18 years of age must be accompanied by an adult for all treatments. Alternatively, babysitting services may be arranged through our Concierge Desk.

Do I need to tip the spa therapist?

For your convenience, a 20% service charge is added to all spa services, and is charged at checkout. Your Spa Oceana Service Provider will receive 17% of the service charge and 3% is paid to the support staff. Any additional gratuity is at your discretion.