

## General Spa Guidelines

The following information is provided to assist you in creating the perfect experience at the Mtn. Laurel Spa.

- Guests of the Mtn. Laurel Spa must be at least 16 years of age for the use of the locker rooms, fitness facilities and spa treatments, unless accompanied by an adult.
- Salon treatments are available for guests under 16 with parental supervision.
- Closed toe sports shoes, shirt, and shorts/pants are to be worn in the Fitness Room.
- The Mtn. Laurel Spa is a non-smoking environment.
- For the courtesy of our guests, cellular phone and pager use is prohibited within spa premises. We kindly request that all calls are concluded and cellular devices turned off prior to entering the locker rooms, fitness and treatment areas.
- We request that all valuables are stored in your room or locker provided for you at the time of your service. The Mtn. Laurel Spa is not responsible for lost, stolen or misplaced items.
- All spa treatments and fitness facility prices are subject to change without notification. Our spa guest service agents will assist you with any pricing inquiries you may have at the time of your reservation.

## Reservations

We encourage our guests to schedule their appointments in advance to ensure your preferred treatment or therapist is available, preferably 5 to 7 days. Bookings made day of service and walk-in appointments are always welcome, based upon availability. All reservations must be secured with a major credit card and telephone number. To schedule your appointment(s), please call our guest service desk at **304-269-8881**. Stonewall Resort in-house guests touch Ext. **8881**.

## Arrival and Check-In Procedure

For the optimal spa experience, we recommend that you arrive at least 30-40 minutes before your scheduled appointment time so

that you may relax and allow yourself ample time to enjoy our luxurious amenities such as steam, sauna and whirlpool.

### **Cancellation Policy**

We value your business and appreciate your cooperation with our cancellation policy. Please respect our scheduling by keeping appointments if possible and providing a minimum of 72 hours notice when canceling or rescheduling appointments. Because your services are guaranteed reservations reserved for you, full payment is required for the following conditions:

- Less than 72-hour notification to cancel or reschedule an appointment
- No-show or missed appointments
- Late arrivals\*

\* Please keep in mind that arriving late for a service may require us to shorten the length of the treatment, with full charges applied, so as not to inconvenience other guests. We regret that late arrivals will not receive extension of scheduled appointments.

### **Gratuities**

For your convenience, a 19% service charge will be added to all services at time of checkout.

### **Spa Accessories**

A tempting array of personal and distinctive gift accessories await you when you take a captivating stroll through the Mtn. Laurel Spa

Take your spa experience home with a selection of distinctive items and unique gifts from West Virginia, or share the experience with someone special with our custom gift baskets and spa packaging. For more information and convenient shipping of your selections, please call: 304-269-8881.

### **Gift Certificates**

Give the gift of priceless serenity and stress relief to someone you care about. A delightful way to introduce someone to the benefits of spa services, gift certificates are perfect for any occasion and are

available for individual treatments, spa or bridal packages or predetermined denominations.