



SPA ETIQUETTE & INFORMATION

RESERVATIONS

We kindly recommend that reservations are made in advance so we may accommodate your request. Reservations can be made in person or by telephone. Walk-ins are also welcome, space permitting.

RESCHEDULING / CANCELLATIONS

Due to the popularity of our spa treatments, we strongly recommend that reservations be made in advance. However, walk-ins are welcome and we will always do our best to accommodate your request.

A major credit card is required to hold all appointments. If you need to cancel or reschedule a reservation, we require at least 24 hours notice for all services. Reservations canceled or rescheduled in less than 24 hours will incur a full service charge. Late arrivals will result in an abbreviated treatment time.

MOBILE PHONES

Please turn off your mobile ringers while in CovRing Day Spa and keep telephone conversations to a minimum.

PAYMENTS

We accept cash and the following credit cards: Cash, Visa, Mastercard and Visa Checkcards.

GRATUITIES

If you are pleased with the service you received, it is customary to give 15-20% gratuity to your specialist. Gratuities are accepted in cash only.

AGE REQUIREMENTS

The Spa is an adult oriented atmosphere; therefore we are not able to accept appointments for children under the age of 16 years, unless accompanied by a parent. Children under the age of 18 are not allowed in the spa unless they are receiving services. Children under the age of 18 may need a signed waiver and/or accompaniment by a parent or adult guardian for services. Online bookings cannot be made by or for persons under 18 years of age. Please contact the spa for further information.

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FOR YOUR COMFORT

We request that you disclose any medical conditions and/or prescription medications as some services may be contraindicated. Please advise our professional staff of any allergies or sensitivities or if you are pregnant.

Our therapists are highly trained to be sensitive to your comfort and modesty at all times.

For the comfort of all of our clients, CovRing Day Spa is a smoke-free environment.

Robes and slippers are provided for your comfort. For the protection of your clothing, we ask that you wear the robe that is provided. Please deposit them in the hamper at the conclusion of your service. We regret that we cannot be responsible for the loss or damage of personal articles. We recommend that you leave your valuables at home. Please keep all valuables with you during your appointments.

We do not perform any massage treatments during the first trimester of pregnancy.

PRICING

CovRing Day Spa reserves the right to modify, discontinue, or raise prices on certain treatments without prior notification to ensure that maximum standards of service and quality are met. If you have any questions, please ask your Guest Service Representative when you book your appointment.

GUEST PRETREATMENT FORM

Prior to your service, you may be required to complete a Guest Pre-Treatment Form* to safeguard your well-being and comfort, and to allow us to safely deliver our services by minimizing any risk of injury. Please read our Explanatory Information Sheet to obtain further details on why the conditions and questions included on the Pre-Treatment Form are relevant to the services we provide. CovRing Day Spa assures and maintains confidentiality of the strictest standards.

*If you would like to complete the Pre-Treatment Form and bring it with you on the day of your appointment, [click here to print](#).

APPOINTMENTS

Being on time for your appointment is greatly appreciated so that you may receive your full service and our other guests are not inconvenienced. Please arrive 15-30 minutes in advance of your appointment to allow time for you to change into a robe, complete our Guest Pre-Treatment Form and to relax prior to your service. Thirty minutes is suggested if you are having facial or body treatments.