

THE SPA  
RIVER'S EDGE HOTEL  
PORTLAND

## RESERVATIONS

### **When should I make my spa reservation?**

To ensure your preferred appointment time, it is recommended you schedule your spa experience with as much notice as possible or after your last experience. All spa experiences are subject to availability.

### **What is the cancellation policy?**

As a courtesy, you will receive a confirmation of your reservation prior to your arrival. Should you need to cancel your spa appointment, please provide 24 hours' notice to avoid incurring the full therapy fee or voiding gift certificates.

### **What about payment for spa services?**

Our staff allocates time especially for each guest, therefore, a credit card is requested to guarantee these reservations. All major credit cards are accepted. You may also charge spa services to your hotel bill.

### **What about gratuities?**

Gratuities are not included in the value of the services and are at the discretion of the guest. Discreet envelopes are provided upon check out, you may also use a credit card for convenience.

### **Are gift cards available?**

You may purchase spa gift certificates through our website or at the spa desk during normal business hours.

### **Does the Spa offer group bookings?**

For parties of 4 or more, please contact the spa desk for group booking policies and availability. A 20% gratuity will be added to all spa parties. Exclusive use of the Spa is available; please inquire for fees and available dates.

## ARRIVAL

### **What time shall I arrive?**

We ask that you arrive 15 minutes prior to your scheduled appointment time. For a new guest,

please allow 30 minutes to accommodate completion of your guest profile. Spa robes, sandals, private lockers and beverages are provided for your comfort. Delayed arrival will limit the time for your experience, reducing the effectiveness of your treatment and the expectations of your visit.

### **What should I bring to the spa?**

Lockers are available for all personal belongings; however, it is recommended that you leave valuable items in the safe in your guest room or at home. Spa facilities are bathing suit optional and gender separated, but you may bring bathing suit should you feel more comfortable. Robes and slippers will be provided.

## **TIME OF SERVICE**

### **What amenities does the spa offer?**

Please enjoy complimentary use of all spa amenities with purchase of any treatment, or during the duration of your hotel stay. The Spa offers separate men's and women's locker rooms complete with steam room, dry sauna, and whirlpool tubs as well as access to our 24-hour fitness facility.

### **Is there a minimum age for treatments?**

Guests must be 18 years of age or older to enjoy spa services. Salon services are available for guests of all ages. Guests under the age of 18 must have a parent or guardian in the room for any "closed door" service, also parent must sign release form. Guests 16 and over are permitted into the spa lockerroom with a parent or guardian of the same gender.

### **What if I have special health considerations?**

Please notify our staff if there are any special physical or medical needs/conditions they need to consider prior to your services (i.e. pregnancy, food or product sensitivities or aggressive medications).

### **What if I am pregnant?**

While there are a few services that should be avoided, there are many treatments that can still be enjoyed. Please notify our spa reservation agents if you are pregnant when you make your appointments so that they can offer guidance.

**Do I have to undress entirely for my spa treatment?**

Most people do, however it is your choice. Our therapists are professionally trained to drape you with sheets and towels for your privacy. Robes, sandals and a personal locker are provided.

**Can I choose to have a male or female therapist?**

If you have a gender preference, please advise the spa reservationist at the time of making your appointment.

**Can I ask my therapist to make adjustments?**

Absolutely. This is your treatment. Communicate with the therapist regarding room temperature, pressure, technique, etc. We value your feedback.

**Can I bring my phone?**

The use of cell phones, cameras, laptops and other electronic devices is not permitted in the spa. Please keep all electronics in your locker on silent.