

# SPA INFORMATION

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Arrival to the Spa should be one of effortless relaxation. To fully enjoy your experience, please arrive 30 minutes prior to your appointment start time. Luxurious robes, slippers, towels and sundries are provided for your comfort. Jewelry and valuables should be left in your guest room safe. Spa guests have complimentary use of our ladies' or gentleman's locker rooms, eucalyptus steam room, dry sauna, fitness room, warming pool, and heated swimming pool. Please bring your swimsuit to enjoy the pools.

## Hours of Operation

Spa hours vary seasonally. Please inquire with our Spa Concierge for current hours.

## Spa Reservations

Spa Concierge: (831) 658-3560 • Email: [spa@bernarduslodge.com](mailto:spa@bernarduslodge.com)

Please notify our Spa Concierge regarding any health concerns you may have prior to scheduling your appointment.

## Age

Spa guests must be 18 years or older to enjoy our services, warming pool, and facilities. Guests under the age of 18, when accompanied by an adult, may receive nail or hair services in our salon.

## Canceling & Rescheduling

A credit card is required for all appointments. No shows or cancellations received within 24-hours of a scheduled spa/salon appointment, will be charged 100% of service price. Please cancel or reschedule appointments 24-hours prior to avoid charges.

## Late Arrivals

Arriving late will interfere with your treatment time. All appointments will end at their scheduled time so that the next guest will not be delayed.

## Service Charge

For your convenience, a 20% service charge will be automatically added to all services. Additional gratuities are welcomed at your discretion in appreciation of exceptional service.

## Spa Environment

To ensure a calm and relaxing environment, audible cell phone use is not permitted. Spa experiences are sacred. Please respect our quiet atmosphere. Smoking is not permitted.

## Locals, Visitors and Non-Resort Guests

A minimum 50-minute service is required in order to enjoy the pools, steam room, sauna and facilities for the day. Please speak with our spa concierge for assistance in planning your spa experience.

## Pet Policy

Pets are not allowed into the spa facilities or on any of our pool decks, with the exception of ADA approved service dogs. While emotional support animals are often used as part of a medical treatment, they are not considered service animals under the ADA.