

FAQs & SPA RULES

Appointments and Reservations

We strongly recommend that you schedule spa appointments prior to your arrival at Spa@Eventi. Reservations are subject to availability and must be guaranteed with a credit card.

Special Events

Ask us about reserving the spa for your event-bridal shower, birthday or girls' night out.

Off Site Services

We can bring Spa@Eventi to you for spa parties and weddings, office wellness programs, employee appreciation events, trade **shows** and meetings, anywhere in New York City.

Cancellation

Treatment times are reserved especially for you. We kindly request that cancellations or changes to appointments be made at least 24 hours in advance. A full service charge will apply to all no shows and untimely cancellations.

Arrival

We suggest that you arrive 10 minutes before your appointment time to fill out your personal care guide where you can explain your special health considerations or specific needs.

Late Arrival

As a courtesy to clients booked after you, late arrivals will only receive the remaining available appointment time and will be charged the full service fee.

Do you need help choosing your treatment?

Our spa associate will help you plan the perfect spa experience based on your specific needs or plans.

What should you wear?

Luxurious bathrobes and sandals are provided for your comfort. You may leave your personal belongings in a locker. For your treatment, disrobe to the level of your comfort. Undergarments are not necessary, but you may wear them during your treatment if you prefer. Our licensed therapists are trained to drape a sheet or towel over your body in a discrete manner, assuring your privacy at all times.

Should you shave before a treatment?

Shaving is not recommended prior to any treatment but if you wish to shave we recommend doing so two hours before any facial or body exfoliation treatments.

Is there an age requirement to use the spa?

All spa guests must be 16 or older to schedule a treatment.

Cellular Phones

In consideration of our other guests, we ask that you turn off your cell phone and/or pager before entering the spa.

Payment and Service Charges

We accept all major credit cards. Hotel guests may also charge the service to their room accounts.

Are Gift Certificates available?

Spa Gift Certificates are a wonderful way to give the gift of wellness to those special people in your life. Gift certificates may be purchased at the Spa Reception or by phone and may not be redeemed for cash.

Valuables

Spa@Eventi is not responsible for damage to or loss of personal belongings. Our recommendation is to not bring valuables to the spa.