

# waves of superior spa

## How to spa



Whether you're a first time spa goer or simply a first-time visitor to Waves of Superior Spa, we have prepared this How to Spa Guide to answer some of your questions and make your experience most enjoyable.

### SPA RESERVATIONS

Reservations may be made online at [surfsideonsuperior.com/spa](http://surfsideonsuperior.com/spa) or by calling the spa directly at 1-877-6-OUR-SPA (877-668-7772); 218-663-6888 locally. We encourage you to schedule your spa services in advance of your visit to ensure the widest selection of treatments and appointment times.

Spa appointments must be reserved with a credit card number or a resort confirmation number if you are our guest at Surfside, Bluefin Bay or Temperance Landing on Lake Superior. However, your credit card will not be charged prior to your arrival, and, upon check-in, you may choose any payment method you desire. Your credit card will only be charged in the event that another payment method is not chosen, or if you fail to show up for your spa services without cancelling 24 hours prior.

### CANCELLATIONS

If you must reschedule or cancel your spa appointment, please notify us at least 24 HOURS prior to your appointment time to avoid being charged 50% of the scheduled service price. Appointments cancelled within six hours of the scheduled service and "no shows" will be charged in full. As a courtesy to other guests and our therapists, we strictly adhere to the spa cancellation policy. Please note that if you arrive late for your treatment, it will end as scheduled so as not to delay the next scheduled guest.

### HOURS OF OPERATION

Waves of Superior Spa hours vary by season:

#### Peak Season (June – October)

10 a.m. – 6 p.m. Daily

*Extended hours available upon request*

#### Off-Season (Nov. – May)

10 a.m. – 4 p.m. Sun. – Thurs. and 10 a.m. – 6 p.m. Fri. – Sat.

**Indoor Pool & Fitness Center:** 8 a.m. – 10 p.m. Daily

**Waves of Superior Cafe:** 8 a.m. – 2 p.m. Friday – Sunday in off season and daily during peak season.

It is best to check with a Guest Services Representatives for current hours when planning your stay.

### ARRIVE EARLY & STAY LATE

It is always best to be relaxed before a treatment. We recommend that you arrive at least 30 minutes prior to your first appointment. Early arrival allows time to check in, change, shower, and take a steam or sauna without rushing.

You may relax in one of the spa relaxation areas while enjoying an herbal tea and healthy snack. Massage and body treatment guests are asked to shower prior to services, and first time guests are asked to complete a Health History questionnaire.

Arriving late will limit the time for your treatment, lessening its effectiveness and your pleasure. Your treatment will end on time so that the next guest is not inconvenienced, and the full treatment price will apply.

After your treatment, please stay awhile and enjoy a cup of tea or a healthy snack in either our indoor relaxation room with fireplace or our outdoor relaxation patio. Extend your experience by visiting the spa's retail shop where you can find the same wonderful products used during your treatments, including robes, skin care products, oils and lotion. Or, linger in our upstairs Waves of Superior Cafe and sip an espresso or fruit juice as you watch the waves roll in.

Enjoying the spa facilities both before and after your appointment is an important part of the spa experience. We will do everything possible to make this time a relaxing and renewing experience.

### WHAT TO WEAR/ WHAT TO BRING

Unless you are leaving from the spa to go out for the evening, wear comfortable, loose fitting clothes. We will provide you with a plush robe and sandals to wear during your spa experience. We also have lockers in the men's and women's changing areas for you to leave your personal belongings in during your time at the spa. Towels, water and personal toiletries are also available for use throughout the spa.

Many people like to bring a journal or a good book to reflect, read and relax. The spa has complimentary magazines. If you plan to use our Waves of Superior pool and whirlpool you will need to bring a bathing suit. And, if you want to work out in our fitness center on the first floor, bring fitness clothes and closed-toe athletic shoes.



### WHAT TO LEAVE AT HOME/IN YOUR ROOM

Because we cannot be responsible for any lost or stolen items, we ask that you not bring valuables and items of personal value to the spa. Also, please leave behind jewelry which can become lost or forgotten in the pocket of a robe. To maintain the relaxation and quiet within the spa, cell phones are prohibited.

### WHAT TO WEAR DURING YOUR MASSAGE

We will provide you with a robe to wear throughout the spa. Before your service your therapist will take you to your private treatment room and explain how the service will begin. He or she will then leave the room to allow you time to get comfortable under a towel or sheet. During your service you will be professionally draped at all times – the therapist will only uncover the body part that he/she is working on at the time.

After the service, the therapist will leave the room again to allow you privacy to get dressed. So, you don't need to wear anything under your robe or during your service. Some guests are more comfortable leaving their undergarments on or wearing a bathing suit during massage services and this is acceptable as well.

### MEDICAL CONDITIONS

Please notify the spa of any special needs or concerns when you book your services. Upon arrival at the spa, you will be asked to complete a Health History Questionnaire. Your therapist will briefly review your health history with you before beginning your service. If he or she believes that the service you have scheduled is unsafe for you based on any information given, he or she may recommend cancelling the service, booking another service instead, or modifying the service to make it safe for you. As we are most interested in your safety and comfort, Waves of Superior Spa reserves the right to refuse service to any guest at any time.

For safety reasons, we do not recommend excessive consumption of alcohol before or after massage or body treatments, as the detoxifying effects of these services can contribute to the dehydrating effects of alcohol. Waves of Superior Spa reserves the right to re-schedule services for guests who appear to be intoxicated.

### PREGNANCY

Please inform the front desk and your service providers if you are pregnant so we can customize your service for you and your baby.

### AGE RESTRICTIONS

We encourage our young guests to receive spa services; however a parent or guardian must sign a release form for guests under the age of 18. And, an adult must accompany our guests under the age of 16 for the entire time of their stay at the spa.

### THERAPIST/GENDER PREFERENCES

Please let us know of any gender or therapist preferences when booking your services. We will do our best to accommodate your requests. Please know that all of our therapists are licensed professionals and will do everything in their power to make you feel comfortable during your spa services.

### GRATUITIES

Gratuities are not included in the Waves of Superior Spa service fees. If you have had a wonderful experience, we encourage you to leave gratuities for your service providers. If you are not sure how much to tip, our receptionist will be happy to assist you.

### FOOD & DRINK

We provide beverages and a healthy snack in the indoor relaxation area that can be enjoyed in any of our indoor or outdoor relaxation areas. The Waves of Superior Cafe, on the first floor of our building, also offers espresso, bottled water, juices, and a limited menu of gourmet salads and sandwiches and snacks. Because this is a casual environment, spa guests are welcome to visit the first floor Cafe and lounge in their spa robes.

### SPA AMENITIES

Whether you are an overnight guest at Surfside on Lake Superior, or at one of our sister resorts – Bluefin Bay and Temperance Landing, or a day guest with a scheduled treatment at Waves of Superior Spa, you may enjoy:

- Full use of the indoor heated pool, hot tub, sauna, and state-of-the-art fitness center overlooking the lake located on the first floor of the Waves of Superior facility (opening soon!)
- Use of our luxuriously appointed men's and women's locker rooms, featuring a sauna and private showers
- Relaxation in our tranquil indoor relaxation room and outdoor relaxation patios
- Service at Waves of Superior Cafe, located on the first floor of the Waves of Superior facility, and seating in our indoor cafe or outdoor patio overlooking the lake and our grounds.
- Shopping in our spa boutique or Surfside gift shop located in the Guest Services Building at the entrance to the resort.

### PARKING

We ask spa guests not staying at the resort to park in the designated parking area in front of the Waves of Superior building.