**Arista Spa Policies and Fees**

**RESERVATIONS**

Reservations are highly recommended. For maximum convenience and flexibility, we recommend that you schedule spa packages, groups, and the Couples’ Suite several weeks ahead of your desired date. Online scheduling is available, and our spa concierge may assist you in reserving your treatment by calling 630-579-3650. All appointments must be guaranteed with a credit card.

**CANCELLATIONS**

Your therapist’s time has been reserved specifically for you. Should you need to cancel or reschedule your appointment, we require a 48-hour notice to avoid a charge to your credit card for 100% of the treatment rate plus 20% gratuity. In the event that a guest must cancel an appointment due to either injury or an unforeseen emergency, Arista Spa & Salon reserve the right to determine if a one-time courtesy cancellation is appropriate.

**GRATUITY**

For your convenience, a 20 percent service gratuity will be added automatically to service fees at check-in. Should you wish to adjust this amount based on your service satisfaction, please inform the spa concierge upon your check out.

**CHECK-IN**

We suggest that you arrive 30 minutes prior to your scheduled appointment to allow sufficient time to check in and prepare for your treatment. If you are delayed in your arrival, please note that all treatments will end at their scheduled time to avoid inconveniencing other guests.

Lockers are available in the dressing room for your personal belongings. Each locker is equipped with a robe, slippers, and towels for your convenience. Please do not bring valuables, including jewelry, with you. Arista Spa & Salon is not responsible for lost or stolen items.

**SPA ETIQUETTE**

We ask that you respect those around you seeking a peaceful and tranquil environment. Please keep all conversation in the relaxation lounge and treatment rooms to a whisper. Cell phones and electronic devices must be kept in silent mode. For the privacy of our guests and staff, photography and video are strictly prohibited in all areas of the spa. If you would like a photo taken, please see the spa concierge at the front desk for assistance.

**AMENITIES**

Spa guests will enjoy a private relaxation lounge with a warm fireplace, waterfall, and specialty teas. Amenities include saunas in the men’s and women’s locker rooms, as well as a steam room and cool rain shower exclusive to the men’s locker room. Some amenities will be unavailable 30 minutes prior to the spa closing. Give yourself time before your treatments to enjoy all that our amenities have to offer. Outside food and beverages, including alcohol, cannot be brought into the spa.

**THERAPISTS**

All service providers are licensed and meet Arista Spa & Salon’s high standards for education, excellence, and professionalism. Arista Spa & Salon will make every effort to accommodate your specific gender request when scheduling your appointment. For your comfort and privacy, special attention to professional draping techniques is practiced during all spa treatments.

Please remember that all Arista Spa therapists and other staff are experienced professionals here to provide you with the highest level of service. We ask that in return you treat them with the same respect they will extend to you and refrain from any inappropriate actions, requests or comments that may be viewed as harassing or intimidating. It is our goal to ensure all services are performed in a professional environment.

**AGE REQUIREMENT**

The minimum age for all spa treatments is 16 years of age. All young persons under 18 years of age must have a parent or guardian present and supervising at all times, including in the treatment room. A parent or guardian must complete the online personal care guide and sign the waiver for all persons younger than 18 years of age.

**HEALTH INFORMATION**

**All guests are required to complete the information on our online personal care guide, including health conditions such as pregnancy, high blood pressure, allergies, cancer treatment, injuries, illnesses and disclose the use of medications that affect the skin. Should you have any health questions or concerns, please contact the spa concierge at 630-579-3650 prior to scheduling an appointment.**

**GIFT CARDS**

Arista Spa & Salon gift cards are a wonderful way to give the gift of rest and relaxation. Gift cards are beautifully packaged and available for purchase at Arista Spa and Salon or by calling 630-579-3650.

**PARKING**

**Street parking is available in front of the hotel Arista. You may also enjoy the convenience of free, covered parking in the garage attached to the hotel. From the lobby, take the elevator to floor two and follow the signs to Arista Spa & Salon.**