

# THE spa

## SPA ETIQUETTE

THE SPA at the Loews Regency San Francisco Hotel invites you to relax the mind, pamper the body and renew the spirit. Unwind and enjoy while our staff devotes themselves to making sure you have a wonderful experience. THE SPA is a full service spa with luxurious treatment rooms and a spa boutique with the highest quality product ingredients available.

## RESERVATIONS

We recommend that you make your spa reservations in advance of your arrival. Reservations can be made for THE SPA by dialing 415.276.9769 or hotel extension 3769 or by visiting our website at [www.maackspasf.com](http://www.maackspasf.com). A credit card is required to secure your appointment. If you have any special needs, physical or medical considerations, please let us know so that we can best prepare for your treatment.

## CANCELLATION & LATE POLICY

We observe a 24 hour cancellation policy. Reservations cancelled within 24 hours of the appointment are charged the full rate. Unfortunately, late arrivals may not receive an extension of scheduled treatments, to avoid an inconvenience to other spa guests.

## GENDER PREFERENCE

If you have a preference for a specific gender or technician to perform your treatment, please advise us at the time of making your reservation.

## HEALTH CONCERNS

Please make us aware of any medical conditions or if you are currently under a physician's care. Such conditions include: pregnancy, high blood pressure, recent surgeries or other acute conditions. We strive to customize your experience to the best of our ability.

## ELIGIBILITY

Guests under the age of 18 must be accompanied by an adult.

## ARRIVAL

We encourage you to arrive 5-10 minutes prior to your scheduled treatment time to allow for a leisurely check in and consultation. You are also welcome to arrive early or stay late in relation to your spa appointment to enjoy our co-ed relaxation area.

## SPA SUITES

You may add additional relaxation and rejuvenation time to your spa treatment in your private spa suite for an additional fee.

## PAYMENT & GRATUITIES

We accept cash, gift cards and all major credit cards for payment. For your convenience, gratuities are left to the discretion of our guests. Envelopes are provided at the reception desk should you wish to leave a cash gratuity.

## GIFT CARDS

Gift Cards are available to purchase for any special occasion. Gift cards can be purchased in person, over the phone or online and can be used for spa services or retail products. They cannot be used to purchase any other gift cards, including discounted gift cards or vouchers.

## SPA PARTIES & GROUP EVENTS

Spa packages can be customized for any occasion and group size. Please inquire with our spa concierge about package options.

## IN ROOM SERVICES

We offer in room spa treatments for an additional fee.

## CELL PHONES

To ensure a relaxing environment for all spa guests, kindly turn all cell phones to silent before entering the spa.

## PERSONAL BELONGINGS

THE SPA is not responsible for the loss of personal belongings. Please leave valuables at home or in the safe provided in your hotel room.