

Spa Frequently Asked questions

General - Massage - Facials - Waxing - Body Treatments & Weight loss

General FAQ

Do I really need to arrive 15 minutes early for my appointment?

It is highly advisable that you arrive 15 minutes prior to your scheduled appointment, especially if this is your first time visiting the spa. Normally, there is some paperwork to fill out just like any wellness center. If you arrive right on time and then have to fill out paperwork, you might cut into your actual treatment time. In addition, it also gives you the chance to relax and unwind prior to the service and get a complimentary beverage or snack if one is provided. If you do arrive just on-time it's ok but be aware that you might not get the full experience.

Do I need to tip the therapist and if so how much?

Tips or gratuities are a common part of the spa experience. Just like wait staff at a restaurant a large portion of their wage is made up of the tips that are left for them for performing a service. The normal range for a tip is between 15-25% of the service total of \$10-20 per hour long service. When buying a gift certificate look for a place that allows you to include a tip on the gift certificate so then your gift will have no financial string attached and the recipient can enjoy the most out of the experience.

Why can I not just walk-in and get an appointment?

While most day spas accept walk-ins they by no means guarantee that you get an appointment. Some spas book out several weeks or even months in advance so it is always wise to plan ahead for a trip so you can be sure to get your spot. If you are looking for a prime time spot around lunch, after work, or on a weekend be sure to call ahead early because these prime spots are normally taken by the regular clients.

I got a gift certificate why can't I just come in and get my service done?

A gift certificate is not a guarantee to receive your service at the exact time you choose. It is an agreement between the spa and the purchaser to perform a service in a specific time frame based on availability. While a spa will save some prime spots for gift certificate clients they may not be available when you need them, so you should always call a few weeks in advance to plan your appointment. If you call a few days or the week before the gift certificate is set to expire the spa may only have limited spots in which to perform your service if any. So the best advice is to plan to redeem your gift certificate in a short time after receiving it so you don't run into any problems.

Who gets robes to wear at a day spa and how far should I undress under them?

The use of robes is normally set up by the individual day spa, but the rule of thumb is that if you have multiple services such as a massage and facial, that you will be asked to change into a robe. This is more for the benefit of time and to optimize your experience from having to undress and redress for every service. Under the robe it is advised to undress down to the level of your comfort. No spa should require you to be fully undressed at any time, although it may be advised for some body wraps.

Why is a credit card needed to hold an appointment?

Credit cards are used to reserve your appointment with the day spa. Since the spa can only take a limited number of appointments in a day they normally hold a credit card and have a written cancellation policy with resulting fee. This is merely a deterrent to prevent people from booking prime appointment and then cancelling them last minute, while other clients wanted that appointment slot but would be unable to schedule due to the spa's previous obligation with them. In addition, therapists are paid for the services they perform so if you cancel they don't receive any compensation, so they look forward to providing you a wonderful service just as much as you enjoy receiving one.

Why my service is cut short if I am late, and why do I still have to pay the full amount?

When you schedule an appointment the spa they block out a set time frame for your appointment and may schedule several services back-to-back. In this case the length of your service cannot be extended to make-up for your lateness. Skilled therapists will more closely focus in on areas of concern during the shortened service to give you the most effect in the time frame provided. The cost however will normally remain the same due to the fact the spa was ready to perform your service at the time designated, so the spa may invoke its cancellation or lateness policy and thus charge you the full amount of the service. The best way to avoid these is to plan on arriving at the spa 15 minutes ahead of time so you will be ready for your appointment as soon as it becomes available. Best case scenario the spa can get you back a little early and extend your service a few minutes more than the normal.

Massage FAQ

Do I have to get completely undressed for a massage?

No absolutely not. You can undress down to your comfort level. The therapist will keep you properly covered at all times, and just revealing the areas that the therapist will be working on at that moment. In addition, the therapist will leave the room to give you a few minutes to undress and get under the sheets, so you will never be exposed to the therapist at any time.

If the massage says 60 minutes why was my massage only 50 minutes?

In most spas a standard massage is booked based on the time the room is reserved for you which is 60 minutes. The actual massage takes 50 minutes with 5 minutes taken prior to the massage for a consult and for you to undress, and 5 minutes at the end of the massage for you to relax and wake up (hopefully you were asleep) and then dress. Our massage therapy services are 60 minutes hands on so expect to be in a service for up to 75 minutes for each 60 minute service.

What's the difference between a massage at a day spa versus one at a massage center?

There is no real difference in terms of the massage at one or the other, the real difference is technique and experience. Massage centers offer really cheap massages performed by therapists who are normally fresh out of massage therapy school with little experience under their belt. Day Spa massage therapists are normally more extensively trained in different massage modalities and are usually more experienced, so that they can effectively treat the issue at hand quickly and more efficiently. In addition, the day spa provides a lot more relaxing and quality environment that may include relaxation music specially designed to stimulate the relaxation centers in your brain, as well as, fountains and substantial drink and beverage stations. In addition, many spas have club or discount plans to make getting services on a regular basis just as affordable as going to the massage center, while giving you a more experienced therapist.

Are you supposed to tip a massage therapist?

Tips are left up to the individual client, but on average tips for massage therapist run between \$10-20 per hour service.

How often should I get a massage?

This is a very complex question because there are a lot of factors that take place in determining how often such as cost, time restraints, physical problems, etc. On average clients receive massages 1-2 times a month. This increases if the client has a physical ailment that they are trying to take relieve. Massage like any treatment are not a onetime occurrence, to see consistent result, even if its to decrease stress and relax, have to be on a consistent bases. Massage therapy is an important part of your lifestyle and should be considered just like sleep, diet, and exercise.

I don't have aches or pains why should I get a massage?

While massage is great for relieving aches and pains, it is more importantly used help relax and decrease stress & tension and increase circulation and detoxification. Studies have proved that an hour massage a month will increase you productivity by over 25%, increase you awareness by over 10%, increase you life expectancy by up to 10 years, decrease you stress level by over 15%, and decreases you cars gas consumption saving you approximately \$0.10 a mile.(Enough to pay for the massage)

I am late for my massage appointment now what?

A good massage therapist will perform a more focused massage on problem area that you discuss if you are late for an appointment. For instance if you are having upper back and neck discomfort the therapist will focus the regular amount of time on that area while shorting a different part of the massage such as the arm or hand massage.

Facials FAQ

Do I have to get completely undressed for a facial?

No absolutely not. You can undress down to your comfort level, which is normally just removing your top so the therapist can work on the neck and upper chest. In addition, the therapist will leave the room to give you a few minutes to undress and get under the sheets, so you will never be exposed to the therapist at any time.

Are you supposed to tip a skin care therapist?

Tips are left up to the individual client, but on average tips for facial appointment run between \$10-20 per hour service, basic waxing (ie brows, under arms, etc) \$3-10 per service and advance waxing (ie back, legs, bikini) from \$10-20 per service.

I have acne prone skin and advanced acne medication doesn't work what should I do?

See a real skin care therapist immediately, (not one at the MALL!!!). Actually most people with acne conditions actually have normal skin. The acne is cause by stress or by an overworking the skin. If you have stress putting a pound of acne cream on your face will not solve the problem, distress with a massage or facials with high frequency treatment. If your overworking your skin doing thing such as using an exfoliate everyday like benzoyl peroxide (in most acne medications) or picking at your skin doing manual extractions...just stop. You're actually making your

situation worse. Your over stripping the oils from your skin and your skin is over producing oils to keep up. Leave your skin alone for a week and then schedule a visit for a consultation and a facial and set-up a results driven skin care plan.

How often do I need a facial?

For people on a normal at home skin care program a facial once a month is fine. If you are looking to focus on a specific concern such as acne or anti-aging, facials may be recommended every week to two weeks for the first few months then monthly facials to maintain results. Consult your local skin care therapist to set-up a skin care program right for you.

I hear everyone talk about microderm what is it all about?

Microderm is performed by two methods, particle and non-particle. Particle microderm is best described as a sandblaster for the skin, where the therapist uses a thin wand to blast fine particles at the skin to exfoliate the outer dermal layers. This method is less common recently due to the fact of free particles can be inhaled and are not healthy, and several people over the years have had burn marks from undertrained therapists using the equipment. Non-particle microderm uses a solid band of particle and has the same effect as a belt sander. While this fixes a lot of the health issue by containing the particles there still have been cases of over exfoliation by therapist. The newest trend is in layered peel facials such as the Botanical Skin Resurfacing Facial. These facials have results equal to or better than microderm but are applied uniformly over the face so the client receives a much more even and controlled exfoliation.

Why is my face white/frosting a day after I received a chemical peel?

This effect is called frosting and is usually associated with an AHA peel like glycolic or lactic acid and is caused because as the peel exfoliated your skin it reached a layer of the skin that was newer and had not completely died yet. This layer of skin is only half attached with half being dead skin and the other being healthy skin. The dead skin lifts up and becomes a flap and flaps reflect the light and gives you the frosted look. Using a cleanser or gentle exfoliant will help remove that layer and get your skin back to the glowing tone you expected.

Waxing FAQ

Does waxing hurt?

Honestly it depends on the person. Some people have a high discomfort tolerance and others have a low one. If you feel like you might be in a little discomfort take an aspirin an hour before your appointment. For the most part waxing is not a painful experience, and has been over dramatized by Hollywood.

How often should I get waxed?

There are some rules, but each person is different depending on how fast your hair grows.

Eyebrows 2-3 weeks

Legs 4-6 weeks

Bikini 3-5 weeks

Back & Chest 3-5 weeks

What are the different types of waxes?

There are two main types of waxes: soft and hard. Soft wax can be used in either pot or roller form and is the most common wax often called strip wax. This wax is applied to the skin and a cloth strip is placed over it when the wax dries the strip is removed and the hair is trapped in the wax. Hard wax is found in the pot variety and is applied to the area being waxed and allowed to dry without a strip. The wax itself acts as the strip when it is removed. Hard waxes are often used in sensitive areas such as the bikini area.

Why is waxing better than shaving?

With shaving you are cutting off the hair at the thickest part which causes the hair to grow in thick and fast. With waxing you are removing the hair and the root so your hair will grow back in slower and finer.

What's the difference between threading, tweezing, sugaring, and waxing?

Threading removes hair by using a thin piece of thread to essentially tweeze the area where the hair needs to be removed. Unlike tweezing, threading can remove multiple hairs at once thus making it easier for the technician to make a straight line. Tweezing, the use of tweezers to pluck out individual hairs, gives greater control to the technician. Brow shaping with tweezers over the past few years has become an art form, with artist brows seen on the world runways. Sugaring is a process similar to waxing where a warm sugar paste is applied to the area and then removed like a soft wax. Sugar can be performed at a lower temperature than waxing so the likelihood of getting burned is decreased, even though the overall likelihood with waxing is very low. Sugaring still involves manual removal of the wax and hair with a strip and can thus still be uncomfortable. Probably the most effective removal method is a combination of methods including soft and hard waxing with tweezing to get that "eye"-deal look.

How long should my hair be before waxing?

Hair should be between a 1/6 to 1/2 inch in length, or if you can grab the hair with the tips of your fingers it can be waxed. Hair longer than this may need to be trimmed. If you have to trim you should do that prior to your appointment.

Can I get a bikini wax while I am on my menstrual cycle?

Yes, you can, but it is not recommended. The period 3 days prior till 3 days after are your most sensitive and will increase your level of discomfort and sensitivity. In addition, if you do decide to get waxed during your period remember to use a clean tampon immediately prior.

When can't I get waxed?

It is not recommended to get waxed while using retinol products or Accutane, have a sunburn or laser burn in the area being waxed, have an STD, or Diabetic (unless with a doctor's note).

Can I use a numbing cream prior to my appointment?

It is not recommended due to the fact that the cream might adversely affect the wax's ability to remove hair. If you are worried about discomfort take an aspirin one hour prior to the appointment.

Body Treatments & Weightloss FAQ

What would you recommend for weightloss?

Weightloss no matter what you are told is a life style change more than anything else. Fad diets and treatments are just that Fads they work well in the being and die out because their only short term gains and not long term affects. Weightloss is a culmination of serveral variables includeing but not limited to diet, exerise, and mental health. Diet is the simpliest of all changes in weightloss and the hardest for most people to grasp. Again diet is a lifestyle change, not eating enough calories for 10 weeks will make you loss weight but you get to point where you can't maintain the lifestyle. A good diet is one that is changed weekly to achieve your goals and be able to conteract obsticles that you might have during the course of the week. Excerise is merely increasing you calorie burning from the number of calories you burn in your normal routine. The average person that is inactive burns 1500-2000 calories. So Excerise is really just taking the stairs instead of the elevator, or instead of going directly for what you need at the store wonder up and down the isles a few times. Excerise can be a visit to your local spa to get a massage which increases you circulation and burn calories