



SPA POLICY

When you arrive, please check in at the front desk. Please have on loose comfortable clothing. If needed, use the restroom on your way into the spa before your treatment time. Upon arrival you will be given a consent form to fill out, this needs to be completed before your service begins. All cellphones are to be turned off before entering the spa.

Appointments can be held between 9:00 am to 5:00 pm (Last appointment at 4:00pm). We have 2 spa treatment rooms. Appointments can be made for up to 2 people at a time, depending on accommodation size and availability of the Spa Practitioners.

The full treatment price including HST will be charged to your account at time of booking. Cancellations and no-shows made less than 12 hours prior to the appointment time will be charged in full for the service. Gratuity can be given to your therapist through cash or added on your receipt form under tip.

If you arrive late for your appointment time, this time will be taken out of your service time. This ensures our service providers are always running on time.

For Success with your M Spa Experience please pre-book your appointment. Please note that we cannot guarantee that we can honour your appointment day of, due to illness or extenuation services, but you will be informed as soon as possible, and we will diligently work with you to find an alternative day that works best with your schedule.

CANCELLATIONS POLICY

All bookings must be guaranteed with a credit card or a pre-payment. Cancellation with less than 12 hours notice will be billed at 100% of the scheduled appointment.

Phone: 1-800-465-4171

Email: mspa@hiddenvalleyspa.ca