

### **What should I wear?**

Your experience is all about comfort and relaxation. Wear clothes you're comfortable in. We also have guest gowns available. If you'll be receiving a hair styling or updo, please wear a button-down top.

### **When should I arrive?**

Please arrive 15 minutes prior to your appointment time for everyday appointments to give you ample time to check-in, enjoy refreshments and begin relaxing. For day spa package or group appointments, we ask that you arrive 30 minutes prior to your appointment time to allow you time to check-in, change into spa attire, enjoy refreshments and begin your spa experience.

### **How far in advance should I schedule an appointment?**

Since service availability varies, our guest service team is happy to check appointment availability for you at any time. Weekend and evening appointments should be scheduled at least two weeks in advance. Weekday appointments should be scheduled at least one week in advance. Spa packages and multiple-service appointments should be scheduled at least four to five weeks prior to your preferred date. To ensure your favored date and time, we recommend scheduling future appointments prior to departing from each visit. You may also schedule standing appointments for routine services.

### **What if I'm late for an appointment?**

No matter how well we prepare, unexpected delays are just part of life. If you expect you may be late for an appointment, call the location at which your appointment is scheduled as soon as possible. Please understand that your appointment may have to be rescheduled to better accommodate all guests.

### **Is there someone to help select the appropriate services for me?**

Our guest service representatives are dedicated to helping you arrange an exquisite salon and spa experience by answering any questions you may have about our services, offering service recommendations, and selecting a favorable date and time. During your visit, your technician will also provide you with service and visit frequency recommendations.

### **May I request a male or female technician?**

Yes, of course you may request either a male or female technician. Massage therapy guests 16 and 17 years of age will be scheduled with a same-sex therapist.

### **What methods of payment do you accept?**

Payment is accepted at the conclusion of your visit. We accept VISA, American Express, MasterCard, Discover, debit cards or cash. We accept Simonson's Salon & Spa gift cards and gift certificates. We are not responsible for lost or stolen gift cards or certificates. We do NOT accept Spa Finder certificates.

### **What if I have health concerns or other special requests?**

If you have any allergies, disabilities, if you are pregnant, or if you have any other concerns or special requests, please let us know when you schedule your appointment. Guests receiving skin care or massage services are required to complete a questionnaire prior to the service.