



### **Reservation**

Advanced reservations are strongly recommended-please contact the spa at 808-237-6330 or [nahoolaspawaikiki.com](http://nahoolaspawaikiki.com) to request a treatment. Prices are subject to change without prior notification.

### **Practitioners**

You may request a male or female practitioner; please notify us in advance if you would like to request a particular practitioner. All of our licensed practitioners are property trained to ensure your comfort at all times.

### **Special Needs**

Please consult your physicians if you have any allergies, medical concerns, recent surgery or pregnant prior to scheduling spa services.

### **Age Limitation**

Guests must be a minimum of 18 years old to receive spa services and to use the spa facilities.

### **Cancellation Policy**

Should you need to cancel an appointment please contact us 4 hours in advance of your scheduled appointment. We require 48 hours advance notice for cancellations of multiple services. Any cancellations with less than the required notice will result in full charges of the scheduled services. Late arrivals will receive the best treatment possible within the remaining appointment time: full treatment costs apply.

### **Additionally**

In considerations of the other guests, we ask that cell phones are turned off. We encourage the use of your in-room safe deposit box for your valuables. Alcoholic beverages are not permitted in the spa. We recommend that you do not consume alcohol immediately before or after treatments. For your health and safety, if intoxication is detected, rescheduling of services may be suggested.

### **Check-in**

Please arrive 20-30 minutes prior to appointment to take full advantage of our facilities. Appointments begin promptly at the time scheduled, If you arrive late, the appointment is shortened to allow the technician to be on time for the next guest.



### **Clothing**

We provide you with a robe and slippers and you are draped during your massage. Undergarments may be worn if preferred. For Shiatsu massage, a t-shirt and shorts are suggested.

### **Communication**

Please communicate with your technician to ensure satisfaction and to customize your services to fit your needs.

### **Service Charge**

For your convenience an 17% service charge will be automatically added to the cost of your services to include gratuity for your spa therapist, support services, and is being used to pay for costs or expense other than wages and tips of employee. Additional gratuities may be given, at your discretion, for exceptional service.

### **Facilities**

Private men's and women's locker rooms, dry saunas, showers, bath amenities, co-ed relaxation lounge, and fitness center are available. Spa guests with appointments will enjoy complimentary use of all facilities. Hotel guests without spa appointments may use the facilities for a fee of \$10 per day.

### **Parking**

Complimentary self-parking and valet parking for 4 hours are available for guests who are visiting Na Ho'ola Spa. Parking pass must be validated at the spa.