

SPA POLICY & ETIQUETTE

Cell phones

To maintain a calm, stress-free environment, we ask that cell phones and electronic devices are turned to silent and/or left in your locker during your stay.

Arrival

We recommend you arrive 15 minutes prior to your first scheduled appointment. This allows ample time to fill out any client profile necessary to tailor our treatments to your personal needs. We offer FREE parking!

Cancellations

To avoid cancellation charges, please give 24 hours notice to cancel any service you've booked. A valid credit card number is required at the time of booking. For any pre-paid services, a spa credit will be applied to your account, as we do not offer refunds.

Late arrival

All appointments are scheduled to allow time for full enjoyment of each service. A late arrival may limit our ability to offer the fullest possible experience. Late arrivals may not be afforded an extension and you are responsible for payment for the full service.

Return policy

Unopened and unused products, with the exception of skincare and body products, in their original packaging and with a receipt, may be returned within 14 days. A spa credit will be issued.

Health conditions

When booking, please advise us of any health conditions (including pregnancy), allergies, injuries or special needs which may affect your services.

Massage and body treatments

Please specify therapist gender preferences at time of booking. You may consult with the therapist directly about their technique and the level of pressure before your treatment begins. Guests under the age of 18 require parental consent in order to receive massage treatments.

Pregnancy

We're delighted to offer pre-natal treatments for expectant mothers throughout the whole pregnancy, unless advised not to by your obstetrician.

Cleanliness

We're committed to cleanliness, safety and hygiene. Our equipment is sterilized and sanitized after every service.

Loss or damage

We regret that we cannot be responsible for any damage or loss of personal items. We strongly recommend use of our secure lockers for valuables and personal articles. For the protection of your clothing, robes are provided for your convenience.

Payment

We accept Visa, MasterCard, debit, cash, CedarHouse gift cards. We do not accept personal or traveller's cheques. Please mention gift cards, vouchers or certificates when booking.

Gratuity

Not included in the treatment fee, the suggested standard gratuity is 10% – 20% of the fee for each spa service received. Exceptional service can be recognized with more generous amounts. Gratuities are cash preferred. Envelopes are available at reception.

Privacy

We collect health and personal information for three reasons: to promote a safe and healthy environment for our guests; to ensure continuity of information from one visit to the next, and; to assist in customizing treatments to individual needs, particularly if there are medical issues or allergies. Rest assured, all information remains confidential.

Gift cards

CedarHouse Spa gift cards for à la carte services are available to purchase in person, by telephone or online (via email). Please treat them like cash as we are unable to replace lost or stolen cards. For remaining balances or unused gift cards, we'll issue a credit for future visits or spa products. Gift cards may not be combined with other discounts or promotional offers and cannot be redeemed for cash. Spa gift cards do not include gratuities and cannot be used for this purpose.

Appointments

Booking 2 – 3 weeks in advance is recommended to secure your top choice of appointment dates, times and therapists. If you're planning on spending time at the spa with a companion, let us know when booking so we can match your schedules accordingly.

Party bookings

Weddings, bridal, baby, and birthday showers, corporate parties, and fundraisers are welcome at CedarHouse Spa. For parties of 5 or more, a 50% deposit is required at the time of booking and a gratuity of 20% will be added to the service total automatically. Our spa can

accommodate 7 treatments per hour and it features:
3 treatment rooms, 2 manicure stations and 2 pedicure chairs
. Catering is also available upon request.

For all bookings, please call at 905-602-4522 or email info@cedarhousespa.com

PREPARATIONS

Amenities

We provide: a robe, slippers and a secure space to store your belongings; shampoo, conditioner, basic skin care, body wash, body lotion and a hair dryer. Please bring your own brush and cosmetics.

Massage & Body treatments

Your body is professionally draped at all times, so it's up to you whether to disrobe completely or leave your undergarments on. Disposable underwear is provided for some body treatments.

Pedicure

We suggest you bring open-toed shoes so your polish doesn't smudge, as it takes 24 hours to cure after drying.

Shaving

For body treatments, we recommend any shaving be done at least the day before in order to avoid discomfort or irritations. Men receiving a facial should shave at least two hours before their appointment.

Insurance

Healthcare insurance coverage covers therapeutic massages performed by Registered Massage Therapists (RMTs). Please let us know if you need an insurance receipt when booking and at check-in.

Smoke-free

CedarHouse Spa is a smoke-free facility. Smoking is not permitted in the building, under the overhang at the front of the building within 9 meters of the entrance.

Children

We love children! And in order to keep them safe, we ask that children only accompany parents or adults when receiving services themselves. This helps maintain a professional atmosphere for other guests enjoying our services. As we are a family-friendly spa, acts of extreme intimacy are not acceptable.

Loyalty

We would love to reward you for your loyalty. And we are working on the best possible loyalty program, so thank you for being patient.

Food & drink

A variety of complimentary hot and cold beverages as well as light snacks are available for your enjoyment.

Wi-fi

Available within the spa grounds, please ask at reception for wi-fi access.

Enjoy

We aim to serve You and make your experience as relaxing and rejuvenating as possible. If you need anything, please don't hesitate to ask. We hope you enjoy your time in our spa.