

# FAQ

## RESERVATIONS

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Reservations are required. Please reserve appointments at your earliest convenience so that we may best meet your requests.

## LOCATION

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Seraphina Spa is located on the 3rd floor of the JW Marriott Grand Rapids. Upon arrival in the hotel lobby go past the hotel front desk to the guest elevators and select floor 3. The spa concierge desk is right off the elevators. If you are coming from the sky walk, you will walk through the double doors to the ballroom and take a left. You will walk past the coat check to the hallway and turn left to walk through the door to the guest elevators.

## PARKING

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If you are not a guest in the hotel, we offer 50% off valet parking or self-parking in the JW Marriott Parking Ramp. Please bring your ticket to the spa.

## GRATUITY

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Gratuity while not required, is greatly appreciated. We on average typically see gratuity ranging from 20% - 40%.

## ATTIRE

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We suggest that you wear comfortable clothing for spa treatments. A robe and slippers are provided to you along with lockers to lock up your belongings. Our therapists are professionally trained in draping techniques to ensure your privacy and comfort. Seraphina Spa is not liable for lost or stolen items.

## ARRIVAL

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Please arrive 30 minutes prior to your appointment to fill out a new client consent form and begin your relaxation experience. Arriving late will limit the time for your treatment thus lessening its effectiveness and your pleasure. Your treatment will end on time so the next guest will not be delayed.

## CANCELLATION POLICY

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We require a 24-hour notice of cancellation or reschedule. Same day appointments are firm. A missed appointment without notice or an appointment canceled less than 24 hours to the start time of the appointment will result in a cancellation charge of 100% of the service.

## MINORS

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Spa services are available for children. Parents will need to sign a client consent form prior to treatment, and guardians must be present for ages under 15. Please speak to our spa concierge to discuss which services are available for children.

## PREGNANCY

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Not all treatments are recommended during pregnancy. Spa services are not recommended within the first trimester. Please speak with our spa concierge to find which services are best. If your pregnancy is considered high-risk, please seek the advice of your doctor prior to booking.



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