



## Heavenly Spa Wellness Guidelines

### Relax & Recover Menu

A limited menu of services to help you relax, refresh and recover is available. Treatment offerings are available for viewing and scheduling on our website. Addt'l services will be added at a later date.

### Let's Talk Reservations

Like most businesses, we are in recovery mode and operating with limited hours during our initial opening. Service providers are scheduled by advanced appointment. Please feel free to email or text us outside of business hours and the spa director will contact you to make reservations as soon as possible. Please provide your name, phone number, preferred services, any therapist preferences along with the date, earliest and latest time available you are available.

**Call:** 954-245-3040 | **Text:** 786-607-6725 | [Request An Appointment](#) | [Reserve Online](#)

### Limited Amenities

To ensure safe, social distance in compliance with local and state guidelines, amenity usage is temporarily unavailable. All guests will be escorted to treatment room and back to reception at conclusion of service.

As a courtesy, resort pool access may be available to spa guests. Pool deck capacity is reduced by 50% and therefore, pool use is restricted to weekdays and based on availability. Beach access is now available for sunbathing. Masks are only required if you cannot maintain social distancing outside your group. [Lona Cocina & Tequileria](#) is now open for onsite dining and socializing.

### Caring For Our Guests and Associates

For the safety of all guests and associates, temperature checks and health assessments are required for employees and guests upon arrival. No one with a fever of 100 or greater is permitted in the spa. Spa team members always wear masks and may use gloves, and/or face shields during treatment. Guests are required to wear masks for the duration of visit, except when not possible during certain services. In addition to following CDC and state sanitation and safety regulations, Heavenly Spa has implemented additional measures to protect you including:

- Sanitation Training for All Associates
- Single-Use Nail Treatment Kits
- Single Use Facial Headbands and Mask Brushes
- Single Use Face Cradle Covers provide additional barrier between massage table and linen cover
- More Time between appointments for additional disinfecting and to limit the number of guests onsite
- Spa providers and guests are required to wash hands at the onset and conclusion of all services.

**Arrival**

Please arrive in your mask 10 minutes prior to treatment time to complete check-in process. Arriving late will limit spa time and will not result in a reduced service price.

**Social Distancing**

Due to social distancing requirements and capacity restrictions, the spa is limited to guests with reservations and those shopping in the boutique. For no-contact reservations assistance, please schedule online, by phone during business hours or by email or text outside business hours. Bags and luggage are not permitted, please limit personal items to necessities, leave valuables at home.

**Cancellation Policy**

Staffing is scheduled by appointment only. Kindly provide a minimum of 24 hours' notice should you need to cancel or reschedule. For the mental and physical wellbeing of our associates and guests, anyone displaying symptoms of sickness will be asked to reschedule in two weeks. In the event of illness or allergy symptoms such as coughing or sneezing, please contact the spa as soon as possible to reschedule, no less than two hours prior to service. If outside business hours, please email. For last minute cancellations and no-shows, A non-refundable service fee equal to the value of service/s scheduled will be charged to the credit card or guest room used to confirm reservation.

*Given the ever changing state and local opening guidelines, Heavenly Spa reserves the right to amend operational guidelines without notice.*