



Heavenly Spa Wellness Guidelines

Like most businesses, we are in recovery mode and operating with limited staffing. Service providers are scheduled by advanced appointment. Reservations may be made by phone during business hours, online anytime, when reserved a minimum of 24 hours' in advance of appointment. (Couples massages must be booked by phone.) For next day reservations, please feel free to text us after hours as late as 8pm and the spa director will contact you to make reservations. Please provide your first and last name, preferred services, and any therapist preferences along with the earliest and latest time you are available to begin service. If you are requesting a massage, please include whether you would like a 50- or 80-minute treatment.

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.

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. Local guests may request a pass to return to the spa to utilize Jacuzzi, steam room, and relaxation area once amenities are reopened. As a courtesy, resort pool access may be available to spa guests based on availability. Pool deck capacity is reduced by 50% and therefore, pool use is restricted to Monday – Thursday, excluding holidays.

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
- 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 emailing spa@westinflauderdalebeach.com. Bags and luggage are not permitted, please limit personal items to necessities and leave valuables at home or in guest room.

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 spa@westinflauderdalebeach.com. 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.