

Spa Etiquette

Arrival and Check-In

Arriving on time is an important aspect of any spa visit. This ensures that your treatment will not be altered due to time constraints. At Beyond Wrapture, we allow for a 15 minute 'check-in/check-out' time. This includes the extra time required to fill out our spa intake/treatment forms. It also includes your change room time allowance at the beginning and end of your service as well as a few extra minutes set aside for a relaxing break in our infrared sauna should you be receiving any one of our aromatherapy body treatments. Upon arrival, you will be provided with sanitized spa sandals for all treatments, excluding pedicures. For pedicure treatments, we ask that you bring along a pair of personal sandals, with which to leave the spa, to avoid any polish complications. Should you be receiving a Gel Polish application, we ask that you inform us, upon booking, if you currently have Gel Polish on your toes as this requires extra time allotted for its removal.

Booking Appointments

When scheduling appointments for yourself and/or others, please have all guests' full names on hand to help us set up an accurate client file for them should they be new to Beyond Wrapture. Should you be pre-paying for a guests' spa experience, whether by phone or in-store, please specify whether a gratuity will be added to your cost. All bookings require credit card information to guarantee the appointment. This ensures your appointment, while also providing Beyond Wrapture with security against last-minute appointment cancellations. Our cancellation policy states that we require 24 hours notice prior to cancelling your appointment to allow us the opportunity to refill that specified time allotment. We will call you 48 hours in advance to confirm, however, should you cancel within the 24-hour period prior, you are subject to a 50% cancellation charge which would then be charged to your credit card or gift card on file. If you will be paying with a gift card, please inform us when you schedule your appointment and do remember to bring your gift card so we can redeem it in-store. If you have an online gift card please print it or have it ready on your phone upon payment.

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Your Time at the Spa

We know everyone is different and will feel differently about certain aspects of their spa visit. At Beyond Wrapture, we are dedicated to ensuring the comfort and rejuvenation of each of our guests. During your visit with us, you will be taken to a private changing area where a locker will be provided for all valuables and personal items. As a general spa rule, however, it is always prudent to leave valuables at home. As standard procedures dictate, we ask that you remove all clothing and undergarments, as they can hinder the spa treatment experience should they become uncomfortable once you are in the treatment room. This is of course at the discretion and comfort of the guest to decide so please inform us of any issues relating to your comfort level should they ever arise and we will do our best to accommodate them. Guests are provided with bath robes, shower facilities, hair ties, make up remover, hair products, etc and are urged to use the washroom facility prior to their treatments. Once the treatment has been completed and you have taken your time to return to the changing area, there is a relaxation room, where you can relax and have a glass of water or tea prior to leaving the spa, if your time allows.

Before & After the Spa

It is strongly recommended that you hydrate well before and after any visit to the spa, by drinking plenty of water. When receiving the Sea Salt & Loofah Glow Massage it is very important that you not shave your legs at least 24 hours prior to the service. Also, for Men's specific facials, we recommend that you do not shave prior to the service, to avoid any form of irritation should it occur. It is generally accepted that you will receive the most benefit if you allow at least 45 min before showering after receiving any of our relaxing and rejuvenating body treatments. This ensures that the essential oils are given enough time to absorb into your skin. Please allow at least 2 to 5 hours, depending on the treatment(s), before attending any events. It is also recommended, whenever possible, to have someone pick you up after either of our full day Ultimate packages or stone massage treatments as you will be in a deep state of relaxation.