

## spa FAQs

### What is available at the spa?

Nurture, the Spa at Luxor has a fitness center, spa facility, and treatment area. Our state-of-the-art fitness center offers cardio equipment, free weights and resistance training machines capable of challenging anyone from beginner to trained athlete. Our Spa Facility is separated by gender, with each side offering a lounge, locker & vanity area, dry sauna, steam, and Jacuzzis. The Spa and Fitness Areas are included in the price of the treatment. If no treatment is purchased, separate Spa and/or Fitness Passes can be purchased by hotel guests for the day.

### Is there an age restriction at the spa?

Nurture is an adult environment of tranquility and relaxation. Therefore, guests under the age of 18 are not permitted in the spa or fitness facilities.

### When should I book my spa treatment?

While same-day treatments may be available, for the widest selection of services and times, we recommend that you schedule all spa treatments as far in advance as possible. Appointments are available up to 90 days in advance.

### What treatments should I select?

Our knowledgeable staff can help you choose the therapy or treatment that is right for you.

### What time should I arrive for my spa appointment?

We invite you to use the spa and fitness facilities for the entire day of your spa treatments. However, we recommend that you arrive at least 30 minutes prior to your first scheduled spa appointment to check-in, shower, and begin treatments on time. You may also choose to shower in your guest room before arriving at nurture.

### What happens if I arrive late for my spa appointment?

As a courtesy to the next guest, your treatment will end on time, regardless of the start time. Arriving late will simply limit the time for your treatment, lessening its effectiveness and your pleasure. The full treatment price will be applied.

### What is a service charge?

For added convenience, a 20% service charge is added to the price of all services and upgrades received at the spa. The service charge is divided between your treatment provider and support staff.

### What if I am unable to keep my spa appointment?

Nurture's cancellation policy requires 4-hour notice. All no-show appointments and cancellations within 4-hours will be charged in full. Group reservations are subject to prior agreement.

### What do I need to bring with me?

A vanity area full of amenities, including a robe and sandals to wear while at the spa will be provided. For the treatment, please disrobe to your comfort level; the body is completely draped except the area receiving therapy. Proper fitness attire (workout shoes, shorts, and shirts) is required in the fitness center.

### What should I leave at home?

Nurture is a sanctuary for tranquility and relaxation. Therefore, we ask that you do not bring cell phones or cameras in the spa. Alcohol is not permitted in the spa and is not recommended before or after a treatment. Although, we provide a locker to store your personal items, we strongly recommend leaving jewelry or valuables at home or in your hotel room.

### What if I am pregnant, can I still utilize the spa facilities and treatments?

Yes, you may utilize the spa facilities and have treatments if you are pregnant. However, we ask that you consult your physician prior to scheduling your spa appointments. We offer a maternity massage for guests past their first trimester and certain facials are available as well. Please notify the Spa Receptionist of your pregnancy when scheduling your appointments.

### Our Commitment to Service

The staff at nurture is here to provide you with the most memorable spa experience possible. If at any time during your visit you are not completely comfortable, whether it is the pressure of the massage or volume of the music, simply let the staff member know. This is your time, and we are here to make sure your experience is everything you want it to be...