



LA BELLA GATHERINGS



FAQs and Guidelines

Time to celebrate



La Bella Gatherings are a blast and a great idea to celebrate all of your special occasions! Below are answers to frequently asked questions and guidelines to help make the scheduling experience smooth sailing.

What happens once I submit my reservation request?

Your submitted reservation request constitutes an inquiry and is not a confirmed reservation. A Guest Service Coordinator will contact you to secure and confirm reservations for either the day requested, or will review alternative dates available, should occupancy require this. Also your Spa Gathering Coordinator will request a credit card to hold the reservation once the date is secured and confirmed.

What is La Bella's cancellation policy?

Please note, cancellations and no shows will be charged 100% of service value if a **FIVE BUSINESS DAY NOTICE OF CHANGES IS NOT GIVEN VIA TELEPHONE OR IN PERSON DURING SPA HOURS**. Cancellation notifications through voicemail or email are not permitted.

What if someone in my group wants to change their scheduled spa treatments?

We strongly advise that as group leader, you review the scheduled services for and with each member of your party in advance, as any requests to change, "swap" or cancel services by any individual guest within the five business day timeline of the reservation are not permitted and subject to the cancellation fee.

What other information do I need to know?

The registration for will require:

- Desired services for each member of your party
- Two contact phone numbers
- Each guest's shoe size (for slippers) and indicate if any guests require a plus size robe.
- Any special health considerations or allergies.
- If any guest(s) have a gender preference for their massage therapist

Can I have each member of my party call in to schedule and/or make changes to the reservation?

In order to minimize scheduling errors and miscommunication, the designated group contact/leader must be the exclusive and sole communicator/contact to make any changes, additions, modifications or special arrangements pertaining to this group reservation as well as the spokesperson for any individual guest that is scheduled to enjoy spa services/attend. The group leader will then be the "sole voice" in communicating with the spa.



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When should we arrive?

Group members are advised to arrive at least 30 minutes prior to their scheduled reservation. Late arrivals may prompt a late start for services, as the spa will conduct service within the remaining amount of time permitted at full price.

What is spa etiquette?

Spa etiquette pertains to the conduct displayed by each guest while enjoying spa services. Please inform all members of your party that La Bella Spa is a non-smoking facility and does not permit cell phone use in treatment rooms and amenity areas. The spa requires appropriate conduct and behavior at all times to avoid inconveniences for other guests enjoying their spa experience. Please note, whispering is required when traveling through corridors as an "indoor voice" must be maintained at all times. We appreciate all efforts by the group leader to help members of their party preserve good conduct. Certainly, spa guests are asked to help keep spa areas tidy and clean.

Do you accept tips?

It is customary to extend gratuities to spa service providers for a job well done. The industry standard is 15-20% as gratuities may be processed via credit card. For your convenience, you may also extend a cash gratuity as envelopes are provided by Guest Service upon check out.

Do you provide refreshments?

La Bella Spa provides a delightful herbal tea, spring water and some light refreshments. As group leader, you must assure that you are responsible for assuring that the premises is left clean and debris is disposed of. Should any damage be incurred to public spaces, the group leader will be responsible for those repairs/replacements. Please note: groups are not permitted to bring refreshments into the Spa Lounge.

Groups up to four guests may reserve lounges and amenity spaces only.

PLEASE NOTE: limited space is available in lounges and experiential zones. As a result, we ask that group requests to use these spaces be limited to a **maximum of four guests**. Larger groups may enjoy our services based on availability without access to the Serenity Lounge, VIP Lounge, Longevity Lounge and The Hideaway.