

# THE KENTUCKY CASTLE SPA

## SPA + WELLNESS ETIQUETTE

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### **OPENING HOURS**

Daily: 9:00 am–5:00 pm. Later appointments available upon request.

### **GUESTS**

The Kentucky Castle Spa welcomes both hotel and external guests for any of our services at our boutique spa. All Spa guests are invited to enjoy our relaxation area.

### **SCHEDULING**

To schedule an appointment at The Kentucky Castle Spa, please speak with our Spa Associates and they will guide you in customizing your spa experience and services. Please contact us at 859.256.0322. To ensure that your preferred time and service is available, we highly recommend advance booking.

### **LOCATION & PARKING**

The Kentucky Castle Spa is a boutique spa located in a small stone cottage, walking distance from the castle.

When arriving at the main entrance of The Kentucky Castle, go left at the stop sign and you will find us situated between a cabin and a black barn. The Spa parking may be used for guests while receiving spa treatments and services only. It is located in the small parking lot to the left of The Kentucky Castle Spa.

### **CHECK-IN AND ARRIVAL**

We encourage you to arrive at The Kentucky Castle Spa at least 15 minutes prior to your appointment time. This allows us to welcome you and introduce you to the spa facilities. It also gives you ample time to check in and rest in our Relaxation Lounge prior to your service.

### **LATE ARRIVAL**

Please be aware that your late arrival may determine the length of your treatment. Arriving late will simply limit the time of your treatment, reducing your full benefit and enjoyment. Your treatment will end on time to prevent inconvenience to the next guest. The full treatment price will apply. We appreciate your understanding and cooperation.

### **CANCELLATIONS AND RESCHEDULING**

For the consideration of our other patrons, please notify our Spa Associates at least 24 hours in advance for any change or cancellation of your service. Within 24 hours, a full service charge fee will apply for cancellations or no-shows. A 48-hour advance notice is required for any spa packages and multiple treatments lasting more than two hours or a full service charge fee will apply. Please contact our Spa Associate for more details.

### **SPECIAL HEALTH CONSIDERATIONS**

At the time of reservation, please notify our Spa Associate if you have high blood pressure, allergies, any physical ailments, injuries or special needs that could affect your service when making your spa reservation. This information will also be completed on your personal intake that you may fill out in advance or upon arrival to your spa appointment.

### **PREGNANCY**

Please let our Spa Associates guide you in selecting suitable treatments, which have been specially designed with your wellbeing in mind during this special time. Treatments are available after the first trimester.

### **AGE REQUIREMENT**

The minimum age for access to spa treatments is 18 years old.

### **GIFT CARDS**

An ideal gift for spa enthusiasts, gift cards are available at the Spa reception or The Kentucky Castle hotel.

THEKENTUCKYCASTLE.COM/SPA

230 PISGAH PIKE  
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### **ATTIRE**

Dress in your comfort. For your comfort, a robe and slippers are provided. Please disrobe to your level of comfort. Undergarments are not necessary but may be worn during the treatment, if you prefer. All staff are professionally trained and licensed to ensure the highest quality of service and integrity. Proper draping techniques are always used to protect your privacy and comfort at all times.

### **QUIET ENVIRONMENT**

The Kentucky Castle Spa environment is one of rest and relaxation. We respectfully ask that you leave cellular phones silenced so that the harmony of the spa experience may be preserved.

### **GRATUITIES**

All services are subject to sales tax. For your convenience a 20% gratuity is automatically added to each spa service upon checkout for your provider(s). Additional gratuities are at your discretion. Rates are subject to change without notice.

### **SPA BOUTIQUE**

To continue your spa regimen at home, most Spa products used in the treatments and services are available in our Spa Boutique.

### **LOSS OR DAMAGE**

We regret that we cannot be responsible for any loss or damage of personal articles. Please keep all valuables locked in your locker during your visits.

[THEKENTUCKYCASTLE.COM/SPA](http://THEKENTUCKYCASTLE.COM/SPA)

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