

WILLOW STREAM SPA AT THE FAIRMONT SOUTHAMPTON

First discovered over 500 years ago, Bermuda is a colony steeped in the charms and comforts of British traditions. It is a warm weather island with stunning architecture brushed with pastel hues against the shimmering backdrop of the turquoise ocean and the inviting, blushing sand.

The elements gather here. Energy abounds in rocky cathedral coves, in cool recesses of the ocean floor, in the intricate web of the protective reef, on the hilltops where gentle floral breezes float to the edge of the world. This is a wonderful place. And it's fun.

The Fairmont Southampton embodies Bermuda's charm and confidence, balancing the refined and the rugged. Rooms, draped in a classic, refreshing style look out over the Island's most spectacular vistas.

Strength and grace on an island created by fire and protected by a natural coral reef. Willow Stream celebrates Bermuda's soothing flow of color and the quiet strength emanating from the sea. From every vantage point, the strength and energy ... the sounds and scents ... of the sea beckon. Lush with the natural Aromatherapy of its surroundings, the spa's atmosphere echoes the elegance and energy of Bermuda. Here you'll find treatment rooms including a couple's massage suite, a fitness center with panoramic views of the South Shore and a ladies' and gentlemen's lounge with Willow Stream Energy signature products. Relax in the spa pool, on the sun deck or in the Bermuda gardens.

Find your energy through the experiences or by just being in the moment.

Willow Stream encourages you to explore, enjoy and feel at home.



Welcome to WILLOW STREAM SPAS AT FAIRMONT

Willow Stream spas are all about *You*. And you deserve more attention than you've been giving yourself lately. Let us help you escape your fast-forward, mad current world and bring you to a quieter place to recover and to dive into life again – energized.

We're serious about creating outstanding experiences but just being here is a joy. Our spas are relaxing, comfortable, sensorial.

All Willow Stream spas are sanctuaries inside Fairmont Hotels, in the most beautiful places in the world. The environment at each reflects its surroundings – the desert, the mountains or the sea. Our experiences are authentic – they work. Some are inspired by local traditions, plants and herbs. Others are designed for specific results like stress relief, diminishing the appearance of fine lines or connected to your favorite interests like golf, skiing or spending time outdoors. Some are just pure pampering. Whatever the result, we make sure all of our experiences feel wonderful.

Our staff will guide you to getting the most of your time with us. Make Willow Stream your place – your own personal escape – a place to *find your energy*.



The Willow Stream Spa Experience



Your spa experience is more than a treatment.
It starts with the phone call to make your appointment and ends with you filled with renewed energy.

Our Experience Coordinators will help you choose the perfect experience just for your needs and then our Massage Therapists and Aestheticians will customize your experience even more once you are with us. Plan to spend time at a Willow Stream spa ... relax in one of our many mineral pools ... bring a book to sit by the fire or the pool and escape ... "chill out" in the steam room with Aromatherapy customized to the needs of the season.



Make the most of the time you deserve – you will feel the difference.

Why “find your energy”

Energy makes the difference between just living and living well. Recharging your energy gives you the ability to handle just about anything life hands you – flowing through life rather than fighting it.

That's why energy renewal is our mission. We're passionate about having you leave us feeling energized.

Why Willow Stream?

We believe these two words reflect our philosophy, our connection to nature's elements.

The Willow

The *Willow* represents our deep-rooted authenticity, strong center and the flexibility of our spirits.

The Stream

The *Stream* is our energizing journey through life - bending, changing in a peaceful, purposeful manner as it finds its way around obstacles.



The *Circles* are ancient symbols for the world's essential elements: earth, air, fire and water. The Willow - wood - is the fifth element. Balancing the elements puts us in sync with nature's equilibrium. In your actual spa experiences, *Fire* might be an invigorating exfoliation, *Water* a hydrotherapy bath, *Air* an Aromatherapy facial, *Earth* a healing mud wrap and *Wood* a quiet moment in the spa lounge.

Body Experiences

BODY QUENCH – 60 minutes

Hydrating. Your skin will feel fabulous after this deeply hydrating experience. Pure avocado oil is the secret ingredient in this experience that includes a wrap, scalp massage with hair conditioning and a customized massage. A perfect treatment for dry, flaky, or sun/season exposed skin.

WILLOW STREAM ELEMENTS – 90 minutes

Spa Tradition. Discover the restorative power of nature's elements: earth (mud wrap), air (Aromatherapy), water (mineral bath), and fire (warm massage). This centuries old traditional spa experience combines a medicinal Moor mud wrap, therapeutic bath and massage. Very beneficial for dry or maturing skin.

BALANCE BODY – 90 minutes

Total Relaxation. Balance uses the Willow Stream Signature Aromatherapy blend of Vetiver, Cypress, Lemongrass, Ylang-Ylang, and Spikenard oils to balance spirit, body and mind. The experience begins with a footbath and exfoliation, continues with a hydrating oatmeal & honey body scrub (the best we've ever tried) and ends with a full body massage. A great experience for relaxation or if you need help sleeping.

THE REVITALIZER – 90 minutes

Invigorating. A full body experience that taps the power of our signature "Energy" product line. The essential oils of Ginger and Lemongrass are used in the exfoliation, wrap, hair conditioning treatment and body massage. Put moisture back into your skin and a spring back in your step.

JET LAG RECOVERY – 90 Minutes

Travel Recovery. This treatment is the perfect way to restore all of the negative effects of flying and time zone changes. The essential oils in this Aromatherapy bath and massage are selected to regulate sleep, recover skin dryness and dehydration, relieve tension headaches and restore your energy.



RITUAL OF TWO (For Couples) – 120 minutes

Fun. Welcome to spa time together. In our luxurious spa suite, your therapist will show you how to spend the first half hour together giving each other a spa treatment. You'll choose from a variety of muds and masques as well as a variety of baths and then be left alone to have fun. The remainder of your time together, you'll have side-by-side full body Aromatherapy massages. (Our luxury spa suites feature specialty tubs, spacious treatment areas and breathtaking ocean views.)

HIP HONEYMOONERS (For Couples) – 60 minutes

Romantic. Composed of Rose petals, Rose oil and Rosehip oil, this treatment evokes the feeling of love, sensuality and romance. A side-by-side dry brushing with a Rosehip oil massage application and full body wrap has amazing power. A great way to give or get roses any time of year.

THE ROSE RENEWAL – 90 minutes

Indulgence. Enjoy a gentle dry brush exfoliation to stimulate your skin and improve circulation, followed by a bath infused with chamomile and rose petals. The experience culminates with a soothing massage and wrap with Rose Geranium and Rose Flower Oil. This experience is pure indulgence not only for you but your skin and your attitude.

POWER OF THE SEA THALASSO KUR – 90 minutes

Healing. Experience the rejuvenating effects of the sea with a body wrap rich with minerals, followed by a sea salt bath, and a luxurious application of Marine Firming Creme. During the wrap, experience an acupressure facial massage and scalp massage. Leave feeling relaxed, nourished and alive!

SEA SPLENDOR BODY OASIS – 120 minutes

Delight. An Eucalyptus foot soak, an invigorating exfoliation based on volcanic sand, Geranium and Ylang-Ylang essences, followed by a soothing Aromatherapy bath of floral and spicy Citrus fragrances. Then be wrapped following a massage application of warm aloe mixed with island essences. The positive energy flows naturally through you as your scalp, face and feet are massaged to complete the experience.

BLISS IN BERMUDA – 60 minutes

Pure Bliss. A dreamy bath and half hour Aromatherapy massage that's performed in your own treatment suite. Unwind in our luxurious hydrotherapy tub consisting of 144 air and water jets to give you an invigorating underwater massage. Heighten your senses with a personalized Aromatherapy massage. The perfect balance of these two treatments makes a most blissful experience.

Seasonal Experiences

Enjoy each season your way. Our bodies have specific needs at the turn of each season. This group of treatments – inspired by the traditions of Eastern Ayurveda (pronounced eye - yur - vey - da), utilizes a unique blend of essential oils developed to be most beneficial for each season. (You might also recognize the scent in the spa as we change the Aromatherapy for each season.)

WINTER: warming and immune building **SPRING:** cleansing and renewing

SUMMER: cooling and soothing **FALL:** balancing and grounding

TOTAL ADJUSTMENT – 90 minutes

The name says it all. This experience inspired by ancient Ayurvedic (eastern) wisdom, is a wonderful introduction to Ayurveda. Combining our spa's six most popular experiences and our special *seasonings* essential oils into one divine total body experience. This treatment includes a footbath and scrub, botanical body mask, herbal exfoliation with dry brushing, massage, hot towel wrap, and mini-face treatment. Leaves the skin soft, smooth and nourished. Perfect for those that want to experience it all.

FEET FIRST – 60 minutes

Tension Relief. The reflex points on the feet and hands correspond to points located throughout the body. Massaging reflex points relieves your entire body's tension. This experience begins with a *seasonings* foot soak and scrub. A foot and hand massage focusing on vital energy points follows. While hands and feet absorb in the essential oils, the head neck and shoulders are massaged. A great head to toe tension reliever for any season.

ISLAND INSPIRATION BODY SORBET – 60 Minutes

Soothe. Begin with a rich moisturizing lotion massaged into your skin, followed by a soothing sorbet application and a comforting wrap in a warm cocoon. Walk away with an island glow. A great treat after spending time in the sun.

TROPICAL ESSENTIALS WITH FOOT BATH – 90 minutes

Refreshing. It's just what you need in our warm weather climate. This experience engages all the senses. Begin with a rejuvenating foot soak to relax, and then enjoy an invigorating dry brush exfoliation to stimulate circulation and prepare the skin for the essential oil application – featuring our tropical essence oil (Tropical Flower essences and exotic Sweet Lime). Next, a hand and foot treatment exfoliates and relieves energy blockages with a massage to vital energy points. Euphoria is complete with a scalp massage and mini-face treatment. You'll never want to go home.



SEASONINGS

Adjusting these signature spa experiences to the seasons, changes the results and the benefits. All feature our unique seasonings blend of essential oils.

FOOTBATH, SCRUB & MASSAGE – 90 minutes

A footbath, foot scrub and seasonal refreshment start the relaxation. Followed by a full body exfoliation with herbal extracts and pure aromatic essential oils to awaken healthier skin. Ending with a full body massage adjusted for seasonal needs.

BATH & MASSAGE – 60 minutes

A therapeutic seasonal bath has been used for centuries for healing and when combined with a nurturing seasonal Aromatherapy massage this treatment helps the body keep in tune with seasonal changes.

Facial Experiences

THE "ULTIMATE" FACIAL – 90 minutes

Ultimate Effectiveness – Ultimate Feel. This anti-aging facial experience is designed to make you look and feel fabulous...immediately. The experience begins at your feet with a foot scrub and footbath and moves to facial heaven. Featuring the latest in skin care science in the form of Kerstin Florian's signature Caviar line, this facial includes a skin exfoliation, contour lifting face massage, protein rich marine energy sheet to improve luminosity and reduce the appearance of fine lines and our exclusive Willow Stream Marine Energy Ampoule. This serum ampoule is an intensive antioxidant concentrate that deeply nourishes and firms the skin – reawakening its youthful vitality. You'll feel and see the difference immediately.

BEYOND BOTOX – 60 minutes

A sophisticated, results-oriented, anti-aging treatment to help rejuvenate, refine and lift fatigued and sallow complexions resulting from chronological and environmental skin aging. A powerful blend of anti-oxidants help combat free radicals which attack collagen and elastin, and cause skin to age. B. Kamins BMC Oligopeptide Anti-Aging Complex(tm) aids in tissue repair, reduces the appearance of wrinkles and helps firm skin for a remarkable and resilient complexion.

TRANQUILLIFY FACE & BACK EXPERIENCE – 90 minutes

Awaken. A unique experience, which completely rejuvenates the skin and rebalances the body. We begin face down with relaxation breathing techniques. In this state of relaxation, a back cleanse and exfoliation proceeds the drizzling of warm Lavender massage oil up and down the spine with energizing massage strokes. Gently turning over we continue with a luxurious facial. During the rehydrating facial, warm Lavender infused oil is massaged into the scalp. We continue the flow with a luxurious pressure point scalp massage. Feel your energy awakening.

ADVANCED AGE CORRECTING FACIAL – 90 minutes

Results. Tailored to your own needs for optimum benefit, this anti-aging facial transforms the skin as it firms, hydrates, refines and tones. It features skin renewing antioxidant formulas, marine proteins, a contouring and lifting massage technique and a hydrating masque. Your cellular renewal is complete with a serum ampoule boost chosen just for you.

CUSTOMIZED DEEP CLEANSING – 60 minutes

European Style. Personalized to provide you with the most benefits, this deep cleansing facial includes a professional skin analysis, gentle exfoliation, a facial massage to promote circulation, a nourishing masque and antioxidants to restore the skin. A detailed home care program consultation ensures continued results.



SENSITIVE SKIN – 60 minutes

Nourish. Sensitive skin can be the result of many things - environmental elements, rosacea, aggressive medical peels or laser treatments. All require a personalized approach. This ultimate gentle therapy improves the skin's tolerance to irritations, reduces inflammation, nourishes and gives renewed protection.

BERMUDA AROMATHERAPY FACIAL – 60 or 90 minutes

Island Renewal. The natural island gifts and remedies gather forces with the ocean climate in a purifying and hydrating facial. Sea Algae balances and Chamomile restores your skin after the heat of the sun. A foot massage, along with a scalp and hand massage as well as a Couperose skin ampoule are included in this experience.

Vichy Experiences

SALT OF THE SEA SCRUB – 60 minutes

An invigorating sea salt exfoliation removes dull surface skin cells, improves circulation and nourishes the skin with minerals, trace elements and essential oils. A lotion application rich in Aloe soothes and moisturizes the skin.

GENTLE BODY POLISH – 60 minutes

For sensitive skin. A gentle exfoliation with a granulated pumice and Chamomile scrub to gently refine and renew the skin. A loofah mitt with Chamomile bath gel follows for deep cleansing. A Chamomile spray and Chamomile lotion application complete the experience.

Customized Massage Experiences

STRESS RELIEF – 60 or 90 minutes

This ultimate customized massage experience was designed with the sole purpose of stress relief. It is a medium pressure massage that focuses on all of your main tension points – head, neck, shoulders, back and feet.

RELAXATION – 60 or 90 minutes

Tailored to your specific needs or preference this popular full-body Swedish style massage offers a gentle to medium intensity and is designed to increase circulation, enhance lymphatic drainage and promote relaxation. Using long, smooth strokes to relax muscles and stimulate the lymphatic/circulatory systems.

SPORTS – 60 or 90 minutes

This deep massage targets sore muscles and enhances muscle recovery after exercise, sports activities or the tension and stresses of daily life. It combines deep work with stretching, rocking, and circulation enhancing strokes to move lactic acid out of the system. A mild soreness may result.

SIDE BY SIDE COUPLES – 60 or 90 minutes

Spend quiet time together while enjoying side-by-side relaxation massages. The perfect gift to give each other...time together.

JET LAG – 60 minutes

Using essential oils selected to regulate sleep, hydrate skin, relieve tension headaches and restore energy depleted through travel, this medium pressure massage focuses on all the areas affected by frequent travel - legs, neck, back, shoulders and feet.



EAST MEETS WEST BERMUDA STONE – 60 or 90 minutes

Earth, air, fire and water are united to create this unique Stone Treatment. The Indian blend of Bindi Oil is combined with stones warmed in water to create a deep heat massage and a unique aroma to release tension and melt away stress.

BERMUDA AROMATHERAPY MASSAGE – 60 or 90 minutes

This experience will help you find your energy and balance throughout the day. Your massage will be personalized with your choice of Aromatherapy blends: *Energizing* for inspiration, *Revitalizing* for renewal or *Soothing* for relaxation.

REFLEXOLOGY – 60 minutes

One of the world's oldest healing methods, using a unique massage technique applied to the feet and hands to bring all of the body's organs back into balance. As an additional touch, we add a hand, neck and shoulder massage to the healing process.

DELUXE REFLEXOLOGY – 75 minutes

Soak away your troubles in a luxurious footbath overlooking the breathtaking ocean. A lower leg exfoliation prepares you for the sole ritual of reflexology. A hand, neck and shoulder massage are also included. Great for deep relaxation, improved circulation and toxin release.

Bath Experiences

Add a bath to any experience or purchase one to take with you for a spa feeling at home.

THERMAL MINERAL BATH – 30 minutes

Therapeutic remineralizing salts contain active minerals and trace elements which absorb into the skin during bathing. This bath helps detoxify and balance the body and is especially beneficial for sore muscles and aching joints.

THALASSO BATH – 30 minutes

This is a purifying algae bath utilizing fresh dried Fucus seaweed and mineral-rich seawater crystals, rich in vital minerals and algae that stimulate circulation and accelerate the body's natural rate of perspiration, assisting in overall detoxification. Great for stress!

HERBAL BATH – 30 minutes

Chose one of our baths based on natural remedies with potent aromatic oils and rich botanicals. Eucalyptus, Melisse (Melissa), Heublumen (Wildflowers), Kamille (Chamomile), Fichtennadel (Pine).



Just for Men

POST GAME FACE TREATMENT – 60 minutes

A relaxing, deep cleansing facial developed to treat, repair and protect skin that is subject to a lot of sweating due to activity from golf to yard work to high pressure presentations. The treatment combines a shoulder and neck massage for tension relief as well as revitalizing exfoliations and massage on the arms, hands and feet.

CUSTOMIZED GENTLEMAN'S BARBER FACE TREATMENT - 60 minutes

A deep cleansing and revitalizing facial experience designed specifically for the special needs of men's skin, including razor burn. Additional care is taken to analyze the skin. To complete the experience, a face, neck and shoulder massage is performed fulfilling the traditional barber experience without the shave.

DELUXE EXECUTIVE HAND GROOMING – 60 minutes

A healthy approach to a traditional manicure, this deluxe treatment begins with a soak in thermal minerals and essential oils, continues with a unique Turkish salt hand exfoliation and winds up with a luxurious hand massage and paraffin treatment to relieve dry skin.

DELUXE EXECUTIVE FOOT GROOMING – 60 minutes

This foot grooming helps to stimulate circulation as well as revitalize weary feet. Eucalyptus and Turkish salts exfoliate the feet, which then are immersed in a rejuvenating Eucalyptus footbath. A paraffin treatment follows, to relieve dry and cracked skin. The grooming is completed with a foot massage using a therapeutic foot balm to seal in the moisture.

CLASSIC HAND GROOMING – 45 minutes

A healthy approach to the traditional manicure featuring our signature Willow Stream Energy product line. The treatment begins with hand exfoliation, nail oil application, a hand soak with minerals and essential oils, followed by a hand massage with hydrating and skin conditioning body butter.

POWER PEDICURE – 45 minutes

This pedicure helps to stimulate circulation and revive weary feet, which restores energy to your entire body. Enjoy an exfoliation, nail oil application, foot soak, and foot massage featuring our signature Willow Stream Energy product line.



Other popular experiences recommended for men

STRESS RELIEF MASSAGE · JET LAG MASSAGE · SPORTS INSPIRED EXPERIENCES · FEET FIRST

Sports Inspired Experiences

WILLOW STREAM FACIAL FOR THE GREAT OUTDOORS – 90 minutes
This hydrating facial was designed to moisturize, repair and protect your skin from the sun. It also includes a soothing shoulder, hand and foot massage to relax and revitalize tired muscles. Features the exclusive Willow Stream Sports Masque, which diminishes skin damage caused by the elements.

WILLOW STREAM GOLF FACIAL – 90 minutes
Because of their exposure to the elements (sun, wind, and extreme temperature changes), golfers face unique challenges to their skin. This hydrating facial was designed to moisturize, repair, and protect your skin from the sun. Followed by a soothing shoulder, hand and foot massage – to relax and revitalize the tired muscles of the golf enthusiast. The experience also features the exclusive Willow Stream Sports Masque, that softens and brightens the skin and helps repair skin damaged by the elements.
Includes a Willow Stream Golf Gift.

Sports minded guests might also enjoy

- WILLOW STREAM SIGNATURE MANICURE OR PEDICURE
- DELUXE EXECUTIVE HAND GROOMING OR POWER PEDICURE
- SPORTS MASSAGE • FEET FIRST • STRESS RELIEF MASSAGE



Fitness Services

Maintaining good health is the most important gift we can give ourselves. Breathing with joy and luxuriating in the unique spa experiences are enhanced with an optimal fitness program to truly begin the healing from within. Whether you would like to begin a fitness program or boost your routine, Willow Stream offers a variety of fitness services to experience healthy revitalizing living. Inquire about our fitness services to create a program suited to your lifestyle and needs.



UP TO PAR BODY EXPERIENCE – 60 minutes
Tones and hydrates sun-exposed skin, while relaxing body and mind, this experience begins with a nutritional avocado wrap and scalp and hair treatment followed by a customized massage with pure avocado oil to address the needs of every golfer.

Salon Experiences Waiting on you Hand & Foot

Try a salon experience that goes beyond the ordinary. Whatever the day's events bring, you'll look and feel your best. All salon experiences have an added dimension to give you energy. Consult our price list for our full range of services.



WILLOW STREAM SIGNATURE MANICURE – 60 minutes

Using the signature Willow Stream Energy product line, this manicure is a deluxe hand experience that includes a unique gommage hand exfoliation, myrrh nail oil application to promote healthy nails, a hand soak in mineral salts and essential oils, a paraffin treatment plus a hand and arm massage using hydrating and skin conditioning body butter.

WILLOW STREAM SIGNATURE PEDICURE – 60 minutes

Using our signature Willow Stream Energy products, this experience is not only a beauty treatment for your feet but an energizing lift for the whole body. Our deluxe treatment includes an exfoliation, and foot soak in sea salts and minerals, a paraffin treatment and a foot massage with hydrating body butter.



BERMUDA CLASSIC MANICURE – 45 minutes*

A classic manicure featuring the exclusive signature scent of Bermuda – Jasmine Rose - our manicure includes hand soak and massage as well as nail shaping and polish application.

BERMUDA CLASSIC PEDICURE – 45 minutes*

Our classic pedicure featuring our signature scent Jasmine Rose is exclusive to Bermuda. Enjoy a foot soak, exfoliation, massage, nail shaping and polish application. This pedicure creates terrific toes and a spring in your step.

A paraffin upgrade may be added to either Classic treatment (15 minutes)

** an additional treatment is required in order to receive spa access.*



Willow Stream Spa Products

A vital part of the spa experience is the oils, creams, lotions, scrubs, etc that are used during the treatment and the opportunity to continue the beneficial results with a home care program. In addition to our signature Willow Stream Collection of products featuring Energy and Balance, we have also chosen the exceptional products offered by Kerstin Florian International, Tara Spa Therapy, B. Kamin's Chemist and Jane Iredale Mineral Make-up for our spa experiences. We use these unique skin, body care and make-up collections, not only because of the quality and care put into each product, but because we all share similar philosophies about health and energy.



The Willow Stream Collection

– WILLOW STREAM ENERGY –

A full range of bath, hair and skin-care products. Each includes the essences of **Lemongrass** (refreshing and uplifting), **Ginger** (invigorating, stimulating, confidence-building) and **Sandalwood** (balancing, grounding, exotic). Moisturizing ingredients provide essential hydration.

Willow Stream Energy includes:

Shampoo, Conditioner, Creamy Bath and Shower Cleanser, Exfoliating Creamy Cleanser, Body Lotion, Body & Bath Oil, Hydrating Spritz, Hydrating Exfoliating Crème, Avocado Wrap, Bath Salts, Body Butter, Bath Spheres, Body Bar and Candle.

– WILLOW STREAM BALANCE –

Our special Aromatherapy line created with Hawaii's Warren Botanicals. Senses are awakened with the essential oils found in the Willow Stream Balance collection, including: **Spikenard**, (one of the most ancient aromatic oils used to regulate the heart, calm the nervous system and harmonize the whole body); **Vetiver**, (assists in relieving inflammatory disorders of the joints and to center our spirit); **Ylang-Ylang**, (helps to open the mind); **Cypress** (to increase blood circulation and boost our energy); and **Lemongrass** (to tone muscles and uplift the body and spirit).

Willow Stream Balance includes:

Bath Crystals, Body Lotion, Hydrating Body Scrub, Long-Life Candle and Massage & Body Oil.



WILLOW STREAM
at home

We believe the Willow Stream experience should extend beyond the spa walls. Just a few minutes for yourself every day in your own home spa can give you a fresh energy - *that Willow Stream attitude* - every day! Create your own Willow Stream spa at home using the same products we do - your spa professional will discuss a customized home care program after each spa experience. *Visit our spa boutique or www.willowstream.com to find out more.* Willow Stream at Home also features both Fairmont and Willow Stream denominational gift certificates.

Enhancing Your Spa Experience

SPA EXPERIENCE

Willow Stream spa experiences last at least an hour because, as with everything worthwhile, there are no short cuts to an outstanding spa experience. We're passionate about taking all the time you need to find your energy.

SPA ENVIRONMENT

Willow Stream is an adult sanctuary. Guests must be 18 years of age or older. Cell phones, Blackberry or other electronic devices are not permitted in order to keep the spa area quiet and to protect your privacy. If you need to receive messages during your time with us, please let our spa staff know and we'd be happy to assist you.

RESERVATIONS

Please call 441.238.8000 or 800-441-1414. At the hotel, call 239-6924. Advance reservations are recommended to accommodate your preferences. Our knowledgeable Spa Experience Coordinators are delighted to guide you to the experiences that suit your needs.

CANCELLATION POLICY

If you must reschedule or cancel an a la carte appointment, please notify the Spa 4 hours in advance to avoid being charged for the service. Cancellation of a package requires 24 hours notice.

HOURS OF OPERATION

Spa Facility: 6:30 a.m. to 9:00 p.m.

Fitness Center 6:30 a.m. to 9:00 p.m.

Appointments available: 7:45 a.m. to 7:45 p.m.

MAKING SPA APPOINTMENTS

The first step is to consult with our Spa Experience Coordinators to select treatments to fulfill your personal requirements. To ensure availability, we ask you book your appointments prior to your arrival at the hotel or resort. Of course, questions are welcomed and encouraged.

SPA ARRIVAL & ETIQUETTE

We recommend that you arrive 30 minutes before your first scheduled appointment. This allows you to familiarize yourself with the facilities and surroundings allowing you time to relax before and after your treatment.

Please note, all treatments end on time regardless of the start time.

HEALTH MATTERS

Please inform us of any health conditions at the time of booking your appointment. These include: high blood pressure, heart condition, allergies or pregnancy. Also, consumption of alcohol before, during or directly after spa treatments is not recommended. You will also be asked to complete a medical history form upon arrival at the spa so your spa professional can better customize your experience to your needs.

SPA ATTIRE

You will receive a Willow Stream robe and slippers to wear between treatments (or T-shirt and shorts for some packages), and a locker for your personal belongings. For your comfort, undergarments may be worn during treatments, but rest assured our therapists are highly trained in correct draping procedures for your complete privacy. Swimsuits are required in some areas of the spa. Please leave your jewelry and valuables in your room safe or the hotel safe. Due to the high content of minerals in our water, we recommend the removal of all jewelry before entering the pools to prevent discoloration.

MAKING THE MOST OF THE EXPERIENCE

To further enhance your spa experience, we recommend beginning with traditional spa hot and cold facilities. To sweat the toxins from your body, you can choose sauna, steam room or whirlpool. This helps to open up breathing, cleanse and detoxify and warm the muscles. Following this with a cooling activity - a cold shower or a cold drink - is an invigorating way to bring your body temperature back to normal before your treatment.

SPA EXPERIENCE COORDINATORS

All of our Spa Experience Coordinators are available to assist you in customizing your own personal experience, from planning your treatments to answering any of your questions or concerns. Whether in the spa or by phone they will be happy to assist you.

SERVICE CHARGES

A 15% service charge will be added to all spa services and packages.

Rates are subject to change.