

General Information

GUESTS

Facility Guest Fee – \$20 (includes use of our Fitness and Aquatics facilities)

AGE REQUIREMENTS

Member/Guests of the Spa and Sports Center must be at least 12 years of age. Children between 12 and 17 years of age may receive spa treatments under the following conditions: a parent or guardian must be present to sign a consent form and the treatments must be performed by a same gender Therapist (excluding facial treatments). Salon services are available for guests of all ages. **A reminder, all children under the age of 18 are not permitted to use the Steam Room, Sauna, Whirlpool and Specialty Showers.**

CANCELLATION POLICY

All Spa services and personal training sessions are reserved especially for you, so please notify us at least three hours in advance if you need to cancel or reschedule your appointment. A \$25 charge will be assessed for any service canceled or re-scheduled within this three-hour time frame.

GRATUITIES

Gratuities are not included with any Spa services and can be added through either your membership card or by cash payment to the provider.

GIFT CERTIFICATES

For your convenience, Boca West gift certificates are available for any of our Fitness and Spa services. Ask our Spa Reception staff for details or call 488-7800 for further information.

SPA ARRIVAL

The services above have been specifically designed to ensure that Boca West members and their guests will be provided with an extensive array of fitness, spa and beauty treatments. To make your spa experience more enjoyable, we suggest you arrive at least 45-60 minutes before your scheduled treatment in order to fill out your personal information cards and relax in our Hydrotherapy areas. Arriving late will simply limit the time for your treatment, thus lessening its effectiveness and your pleasure. Your treatment will end on time so that the next member/guest will not be delayed. The full value of your treatment will be applied.

Robes, towels, slippers and amenities are provided for your personal use during your Spa experience.

Our main goal is simple...to provide the finest treatments and services in a safe and relaxing atmosphere by licensed professionals who want to please you!

SPA ETIQUETTE

Our Spa environment is one of tranquility and relaxation. Please respect other member/guests' right to privacy and serenity by not using mobile phones or electronic devices within the Spa.

HEALTH CONDITIONS

Please notify our Spa reservation department before booking your treatments if you have high blood pressure, allergies, any other physical ailments or disabilities, or if you are pregnant. If you have any concern at all, please let us know. If at any time during your services you experience discomfort, please alert your Therapist immediately.