



## FREQUENTLY ASKED QUESTIONS

### SCHEDULING

All appointments are scheduled by calling Telluride Spa Concierge at 970-708-4650. The Hotel Telluride Spa Services has limited space availability; booking in advance is the best way to ensure availability of service. All services are based on therapist availability.

### CANCELLATION

We require a minimum of 4 hours notice for any Changes to your appointment or cancellation. If you cancel under 4 hours you will be charged 50% of the treatment cost—no shows 100%

### ARRIVAL

Please meet your therapist 5 minutes prior to your appointment time in the hotel lobby. Late arrival will limit the time available for your treatment. All treatments will end on time so as not to delay the next guest.

### CLOTHING

Please wear comfortable clothing, so that you continue to feel relaxed when you are done with your service. The hotel offers the use of robes and slippers in your room.

### WATER

It is important to drink plenty of water prior to and following any type of bodywork, particularly after a massage. Remember, we are at a high altitude in a dry climate, so stay hydrated!

### TIPPING

Gratuities are not included in the pricing of spa services. Gratuities are welcomed and at your discretion.