

Frequently Asked Questions

When will my credit card be charged?

Your credit card will be charged at the beginning of each month between the 1st and the 5th (if you get a new card, let us know right away).

Do I need to schedule an appointment?

Yes. We recommend booking your appointment in advance to ensure a visit for that month.

What are the Club Hours?

Club Hours are every Sunday through Thursday from 8AM to 6PM. You can schedule your appointments anytime during these hours.

When should I arrive for my appointment?

We recommend you arrive at least 15 minutes to 30 minutes before your scheduled treatment time. You can valet park your car complimentary when you visit for your monthly treatment.

When do I need to renew my membership?

Your Spa Club membership automatically renews to a month-to-month commitment after your initial contract period ends.

Is there a cancellation policy if I need to cancel my treatment?

Yes. You must cancel at least 4 hours in advance to avoid a loss (forfeit) of your monthly treatment. If you do not show for your treatment, your monthly treatment will be forfeited.

What if I can't make my appointment this month?

Members can call in advance and schedule a friend in their place for that month. This benefit can be used once for 6-month members and two times for 12-month members. We do not allow sharing a membership.

How much should I tip?

The price of your membership does not include the tip for your therapist. Tipping is at your discretion, but we recommend an appropriate tip of 30% of your special monthly rate. You can pay your tip in cash or with a credit card at the spa front desk.

I have more questions.

If you have any questions about The Spa Club, please call Liz Patterson (800) 875.1234 ext.4525 or email Liz.Patterson@waldorfasteria.com