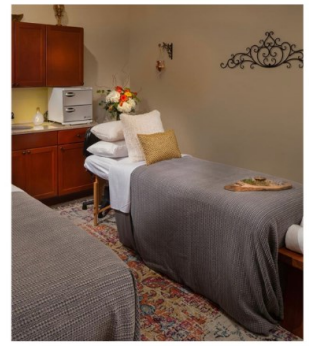


# the spa

AT JL BAR



## *Frequently Asked Questions*

### **When is the spa open?**

We are open daily for spa services. Because we are flexible regarding booking times, hours may vary based on service requests.

### **Do I need an appointment?**

All spa services must be book prior to guest arrival. To ensure that your request can be accommodated, it is recommended that you schedule your spa appointments at least two weeks prior to your arrival.

Appointments may be requested through the JL Bar Spa website, emailing the spa at [spa\\_guestservices@jlbar.com](mailto:spa_guestservices@jlbar.com) or by calling us at 855-414-3337, option 2. If you are on the property, please dial extension 116 from your room. All questions regarding spa packages and services need to be directed to The Spa.

If you receive our voicemail, please leave a detailed message. All calls received after 4:00 PM are handled the next day.

### **How early should I arrive for my appointment?**

Please arrive no earlier than 15 minutes prior to the start time to fill out paperwork and have your intake with your provider. Please note that if all providers are in session, it is possible that the spa door may be locked.

### **Courtesy**

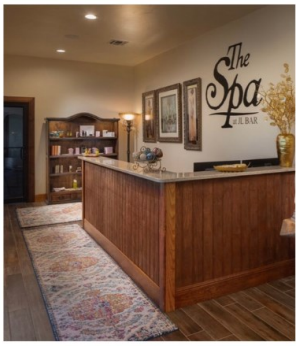
While in The Spa, we kindly ask that you silence your cell phone or other electronics.

### **Are there any service charges?**

All spa services will incur a 20% service charge that is paid to your provider.

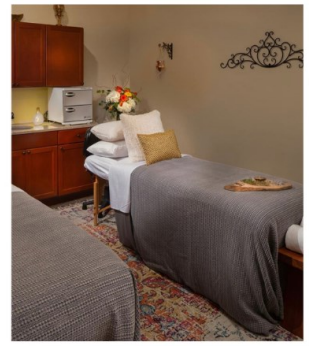
### **What is your cancellation policy?**

We have a 48-hour cancellation policy. Appointments canceled within that time frame, as well as all no-shows, will be charged the full price of services, including a 20% service charge. Please contact the spa as soon as possible if you are unable to keep your appointment.



# the spa

AT JL BAR



## *Frequently Asked Questions*

### **Do you offer amenities like a sauna or steam room?**

No, we do not offer these amenities. The resort does have a hot tub and pool that is located at the main lodge for you to enjoy before or after your service.

### **Do you offer massage for couples?**

Currently, the Texas Two Step is the only service available for couples. Please see the menu for the full description.

### **Health Conditions**

If you have special health or medical conditions, please inform us upon booking your appointment so that we can provide you with the proper care.

### **Are children allowed to receive spa services?**

We have several service options available for children under the age of 18 to enjoy. A Minor Consent form will need to be filled out and a parent or guardian must be present.