

FAQ'S

WHO WILL HELP ME DECIDE HOW TO CHOOSE MY TREATMENTS?

One of our spa professionals will help you plan the perfect spa experience, including the best sequence for your treatments.

WHAT IF I HAVE SPECIAL HEALTH CONDITIONS?

Please notify a spa professional before scheduling your appointments. If necessary you can request a mini check-up with the doctor.

MAY I REQUEST A MALE OR FEMALE THERAPIST?

Yes, of course, although we cannot guarantee the availability of a particular therapist or gender. All of our therapists are trained to drape towels discreetly to respect and protect your privacy at all times.

WHAT DO I WEAR DURING MY TREATMENT?

Wear what is comfortable for you. Our staff may provide you with undergarments for the body treatments.

WHAT ABOUT MY JEWELRY AND VALUABLES?

Please leave all valuables in your room's safety deposit box or the lockers in the changing rooms. Miilé is not responsible for lost or forgotten valuables.

WHAT IF I'M LATE FOR MY APPOINTMENT?

Arriving late may limit the time for your treatment. Depending on the length of your service a late arrival may be classified as a 'no-show.'

HOW EARLY DO I NEED TO CHECK IN FOR MY SCHEDULED APPOINTMENT?

Early is always better. At the Beauty Parlor, we recommend checking in 5 minutes before service.

For Miilé treatments, you need to check in at the reception 10 minutes before. This will allow you enough time to check in, get your locker assignment, change comfortably into your robe, and relax for 5 minutes before your spa treatment begins. Arrive one hour before your treatment if this has a courtesy hydrotherapy usage of whirlpool, cold plunge, sauna, steam, and more.

For Beauty Salon services, 50-minute treatments and complimentary services do not include a hydrotherapy circuit.

WHAT PRECAUTIONS DO I NEED TO KNOW?

We recommend eating and drinking in moderation and avoiding alcoholic beverages before your spa service, exercise classes, whirlpools, and heat treatments.

Do not shave your legs before a body scrub treatment.

A severe sunburn may prevent you from enjoying a spa treatment. Be conscious and use good sun protection.

WHAT ABOUT GRATUITIES?

Gratuities are not included with Miilé treatments, they may be charged to the room, or in cash.

WHAT ABOUT PAYMENT FOR SPA SERVICES?

Miilé is able to charge spa services to your room account. Guests may also pay with a credit card. No cash is accepted.

WHAT IS YOUR CANCELLATION POLICY?

Cancellations must be made at least 24 hours before your scheduled appointment or 50% of the value of the spa service will be applied.

WHAT IF I FORGET TO SHOW UP FOR MY APPOINTMENT?

Please don't forget. No Shows will be charged 50%.