



THE RITZ - CARLTON SPA

ORLANDO, GRANDE LAKES

FAQ'S

WHAT ARE THE SPA HOURS OF OPERATION?

- **SPA:** Daily 9 a.m. - 7 p.m. Hours are subject to change based on availability.
- **POOL:** Daily 9 a.m. - 7 p.m. for **Spa guests only.** (Lap pool is complimentary to **all guests** 5 a.m. - 9 a.m.)
- **VITALE SPA CAFÉ:** Sunday - Thursday: 11 a.m. - 4 p.m.; Friday - Saturday: 11 a.m. - 5p.m. **Open to all guests.**

WHAT ARE THE FITNESS CENTER HOURS OF OPERATIONS AND REGULATIONS?

Our fitness center is open 24 hours. Guests will need their room keys for access between 10 p.m. and 5 a.m. 16 - 17 year olds must have a consent form filled out by an adult. No one under the age of 16 is permitted.

WHAT IS THE CANCELLATION/MOVE POLICY?

Our cancellation policy is 24 hours prior to the first scheduled appointment. FULL CHARGE for cancellation or \$45 move fee per service within the 24 hours.

CAN I VALIDATE PARKING?

Please make sure to bring valet or self-parking ticket to be validated at the Spa Front Desk.

WHAT ARE THE AGE REQUIREMENTS FOR SERVICES?

- Massages: you must be 18 years or older
- Facials: 16-17 year olds may book a Teen Facial and must be accompanied by a guardian in the room
- Nails and Hair: guests under 18 years old must be accompanied by a guardian

ARE GIFT CARDS AVAILABLE FOR PURCHASE?

Gift cards are available for purchase at our Signature Shop, Tranquility Boutique, Spa Front Desk, and online at <http://gifts.marriott.com/>

E-Gift Card delivery is within 1-3 business days due to order verification. Gift card delivery time depends upon the destination and delivery service you select:

- USPS (5-7 business days)
- Federal Express (3-5 business days)
- USPS Express (3-5 business days)

WHAT ARE THE REQUIREMENTS TO ENJOY THE SPA FACILITIES?

- Must be at least 18 years old to have full access
- Must have at least a 50-minute Spa service
- Resort guests may purchase a \$50 Day Pass (per person) Monday-Thursday (subject to availability)

WHAT DO THE SPA FACILITIES INCLUDE?

The spa facilities are for spa guests only and include:

- Dry sauna
- Steam room
- Separate ladies & gentlemen lounge and locker areas
- Co-ed lounge on the 3rd floor
- Showers
- Vanity areas
- Cold plunge whirlpools (in men's locker room only)
- 82° Fahrenheit year-round Junior Olympic sized salt water pool (30 meters)

TO BOOK, CALL X4200 OR VISIT RITZCARLTON.COM/ORLANDO