



THE U M S T E A D SPA

THE UMSTEAD SPA EXPERIENCE

The Umstead Spa offers 16,000 square feet of relaxation and rejuvenation space spanning two stories within The Umstead Hotel. Separate men's and women's lounges with whirlpool, steam and sauna soothe, and plush resting areas serve as the ideal place for soaking in your time. A spacious co-ed lounge, outdoor current pool and meditation garden serve as tranquil environments to be with one another. The Umstead Spa combines original artwork, soothing textures and a heightened level of service to prepare you for your journey.

IMPORTANT INFORMATION

AGE

You must be 18 years of age or older to enjoy our services and facilities. Guests under the age of 18, when accompanied by an adult, may receive a manicure or pedicure. Please be prepared to present an ID upon request.

ARRIVAL

Parking is available at The Umstead Spa as well as complimentary valet parking at the hotel's front entrance. If you are receiving a facial, body treatment or massage we ask that you arrive at least 30 minutes prior to your scheduled appointment. For nail care appointments, please arrive 10 minutes prior to the scheduled time. All appointments begin with a brief consultation with your therapist and conclude at the scheduled time.

CANCELLATIONS OR MISSED APPOINTMENTS

To better serve our guests we ask that you provide us with 24 hours notice if you need to cancel or reschedule your appointment to avoid being charged the entirety of your service. All "No-shows" will be charged in full to your credit card or room. We request 72 hours notice for cancellation of any spa package or appointments for parties of five or more.

ELECTRONIC DEVICES

To help facilitate a serene environment and protect our guests privacy, we ask that you leave all electronic devices in your locker upon arrival. **Cell Phones are not permitted in the treatment rooms or wet areas, including the sauna, steam room, and whirlpool.**

HOURS OF OPERATION

The Spa is open daily from 8:00 a.m. – 8:00 p.m. Unless otherwise noted.

FACILITY USAGE & FEES

Due to availability, beginning Friday at noon through Sunday at noon, we limit appointments to hotel guests only. We release all appointments to the general public at 10:00 am the Thursday prior and encourage local guests to call at that time for weekend availability.

Spa access is granted with a scheduled treatment valued at \$150 or more. Monday–Thursday local guests may enjoy access to the outdoor seasonal pool, fitness center, and all of the amenities of the spa with a treatment valued at \$150, including usage of the sauna, steam room, whirlpool, lounges, co-ed current pool, and meditation courtyard. Friday–Sunday spa guests that have met the minimum treatment requirement are welcome to enjoy full use of The Spa facilities, however access to the pool and fitness center is reserved for guests with hotel reservations only. Hotel guests may also enjoy access to The Spa facilities complimentary Monday through Thursday, except on holidays when spa access could be limited. Please note, gender separate areas of The Spa are clothing optional; swimsuits are required for co-ed outdoor current pool.

During Holiday and Special event dates, Spa Treatments are reserved for overnight Hotel guests only.

All prices and dates are subject to change without notification.

RESERVATIONS

Please contact us at 919-447-4170 for all reservations. If you have a preference for a male or female provider, please advise at time of booking and our team will do their best to accommodate.

SERVICE CHARGE

For your convenience, a 20% service charge will be added to all services and packages. If you feel you have received exceptional service, additional gratuities may be left at your discretion.

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