

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 check-in 5 minutes prior to your service. For Miilé treatments, you need to check-in 10 minutes before, at the reception. 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 prior to your first treatment if you want to enjoy our hydrotherapy facilities with whirlpool, cold plunge, sauna, steam and more. Beauty Salon services do not include hydrotherapy circuit.

WHAT PRECAUTIONS DO I NEED TO KNOW?

We recommend eating and drinking in moderation and avoid alcoholic beverages prior to your spa service, exercise classes, whirlpools, and heat treatments. Do not shave your legs prior to 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 Miiélé treatments, they may be charged to the room, or in cash.

WHAT ABOUT PAYMENT FOR SPA SERVICES?

Miiélé is able to charge spa services to your room account. Guests may also pay with credit card, or cash.

WHAT IS YOUR CANCELLATION POLICY?

Cancellations must be made at least 24 hours prior to 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%.