

WHEN SHOULD I MAKE AN APPOINTMENT?

We strongly recommend that you make your spa appointment(s) when you make your room reservation or at least three weeks in advance.

WHAT IS YOUR CANCELLATION POLICY?

There is a 24-hour cancellation and rescheduling policy for appointments. If your appointment is not canceled within 24-hours of your service, we reserve the right to charge 100% of the service cost including gratuity.

ARE THERE AGE RESTRICTIONS?

The Charleston Harbor Resort and Marina is a family friendly resort, however, children under 15 years old are not allowed in the spa. Guests 15-17 may receive a massage in a Couples Massage Room with a parent/guardian receiving a massage at the same time. Parents/guardians may not sit in the service room in order for a minor to get service.

SHOULD I ALERT SOMEONE IF I HAVE ANY RESTRICTIONS OR ALLERGIES?

Please notify the Reservation Specialist when booking your appointment if you are pregnant, have high blood pressure, a heart condition, mobility restrictions or any allergy. This is essential in order to prevent any unnecessary risks during your time here at The Estuary Spa. Your therapist will also briefly review your health history with you before beginning your treatment.

WHAT SHOULD I WEAR DURING MY TREATMENT?

Please disrobe to the level of your comfort in order to enjoy your service. Our therapists are fully trained in proper draping procedures to ensure your privacy and comfort. A robe and slippers will be provided to use during your visit.

WHAT IF I AM LATE FOR MY SERVICE?

Treatments will begin and end on time as a courtesy to the next guest. Regretfully, if you are late for your appointment, we may have to shorten your appointment time to be on schedule for the next. Please arrive 10-15 minutes prior to your appointment to allow adequate time to check-in and relax in our beautiful lounge.

WHAT METHODS OF PAYMENT DOES THE ESTUARY SPA ACCEPT?

We accept American Express, Discover, Visa, MasterCard, Resort Gift Cards, and Room Charge.