

## FREQUENTLY ASKED QUESTIONS

### WHAT IS INCLUDED WITH MY TREATMENT?

All spa treatments include complimentary day use of our fitness and motion studios, as well as our private indoor and outdoor whirlpools, steam rooms, saunas, spa pool and relaxation lounge with an inviting fireplace. You may participate in any or all exercise classes. To enhance your visit, we also offer a full-service salon, Aji Café and a boutique offering products that will allow you to take a part of Aji home with you.

### IF I DO NOT HAVE A TREATMENT CAN I PAY TO USE THE FACILITIES FOR THE DAY?

If you would like to use the spa facilities without experiencing a spa treatment you may do so, subject to availability. For resort and non-resort guests, there are separate daily fees.

**Resort Guests (subject to availability) from \$20**

**Non Resort Guests (subject to availability)    Mon - Thurs \$35    Fri - Sun \$50**

### ARE GRATUITIES INCLUDED IN THE PRICE OF THE TREATMENT?

To provide a seamless experience for our guests, a 20% service charge, which is modifiable, will be added to your treatments. However for all packages the service charge is included in the listed price.

### IS THERE AN AGE REQUIREMENT AT THE SPA?

Aji is an adult environment of tranquility and relaxation. Therefore, children under the age of 18 are not permitted to utilize the spa amenities or fitness facilities. Young adults between the ages of 16 and 18 may schedule a spa treatment with a parent or guardian present during the treatment (skincare, companion or salon treatments only).

### WHAT IS YOUR TOBACCO/VAPOR POLICY?

Aji is a non-smoking facility, tobacco and vapors are not permitted.

### WHAT HAPPENS IF I AM UNABLE TO KEEP MY SPA/SALON APPOINTMENT?

If you cannot keep your spa appointment a 4-hour change or cancellation notice is required to avoid cancellation fees. All no-show appointments will be charged in full. Group reservations are subject to contractual agreement.

### WHAT HAPPENS IF I ARRIVE LATE FOR MY SPA/SALON APPOINTMENT?

As a courtesy to the next guest your treatment will end on time, regardless of the start time. Arriving late will simply limit the time for your treatment, lessening it's effectiveness and your pleasure. The full value of your treatment will be applied.

### WHAT DO I NEED TO BRING WITH ME?

Bathing suits are recommended so you may enjoy the adult only spa swimming pool. We will provide you with a locker room full of vanity amenities, including a robe and sandals for you to wear while you are at the spa. For your treatment, you will disrobe to your comfort level; the only area of the body that is not completely draped is the area being worked on. If you are planning to work out proper fitness attire (workout shoes, shorts and shirts) is required in the fitness center and motion studio and proper tennis attire (tennis shoes, shorts/tennis skirt and shirts) is required on the tennis courts. Neither bathing suits nor open-toed shoes are appropriate attire in the fitness center and motion studio.

### WHAT SHOULD I LEAVE AT HOME?

Aji is a sanctuary for tranquility, health and relaxation. Therefore, we ask that you do not bring cell phones or pagers in the spa. Smoking and alcohol are not recommended before or after a treatment. Although we provide a locker for you to safeguard your clothing and personal items, we strongly recommend that you do not bring jewelry or valuables to the spa.

## WHAT IF I AM PREGNANT, CAN I STILL UTILIZE THE SPA FACILITIES AND TREATMENTS?

Absolutely. We have several options available for expectant mothers. Please notify the Spa reservationist of your pregnancy when scheduling your appointments. You may still utilize the spa facilities and treatments. However, we ask that you consult your physician prior to scheduling your spa appointments. Please avoid any treatments or activities involving heat, hot stones, body wraps, the sauna and steam rooms.

## HOW CAN I TAKE THE AJI EXPERIENCE HOME WITH ME?

Aji's retail boutique provides a wealth of beautiful spa products and gift ideas to continue your spa experience at home. Aji Spa draws inspiration from the Earth and the Pima and Maricopa People for our Indigenous line of signature products, made from organic ingredients that have served as Native American cleansers and remedies for centuries.

