

SPA GUIDELINES

APPOINTMENTS

Our spa staff will be happy to recommend and schedule a spa experience tailored specifically for you. All appointments must be reserved with a credit card to ensure the treatment time, therapist, or service you prefer is available. We suggest that you schedule your visit as far ahead of time as possible. We have both male and female therapists; please indicate at time of booking if you have a preference. We will do our best to accommodate any requests. Guests must be 18+ for spa services, locker room, and wet facilities. Guests ages 13-17 may receive salon services but must be accompanied by an adult at all times.

ARRIVAL

As a courtesy to other guests, all treatments will end at the scheduled time. We encourage you to arrive at least one hour prior to your scheduled spa service to provide you with sufficient time to complete intake forms, shower, change, and take advantage of our wet facilities. We recommend enjoying the full range of spa amenities prior to your service appointment to avoid compromising the benefits of the service you receive. A robe, slippers, towels, and a locker will be provided upon your arrival for spa services. Please leave all valuables in your safe provided in your hotel room. Lockers are provided for your convenience but cannot accommodate large bags or luggage, which should be checked at the hotel bell desk prior to arrival at the spa. WinStar Spa is not responsible for any items that may be lost or left behind. Swimsuits are required for co-ed areas and will be available for purchase if needed. We offer a variety of beverage and light snack options while you wait.

LOCATION

WinStar Spa
21444 World Way Drive
Thackerville, OK 73459
580-276-1336

SPA ETIQUETTE

To ensure our spa maintains a tranquil environment, please refrain from using cell phones during your time here. Smoking and electronic cigarettes are prohibited in the spa. Outside food and drinks are not allowed in the spa; however, a menu of snacks and beverages is available for ordering within the spa.

CONCERNS AND COMFORT LEVEL

The consultation time of your service is when it is appropriate to discuss any questions or concerns you may have with your service provider. Please discuss any concerns with your therapist before your treatment begins, such as pressure, sensitivities, questions about specific treatments, etc. You may undress as much as you feel comfortable with for your treatment. If you choose, undergarments may be worn during treatments. However, all of our therapists are skilled in proper draping procedures to always ensure your complete comfort and privacy. Your therapist will keep your body conservatively draped and only expose each area to be worked on. Abdomen and glute massage will be performed by request only. Guests who are pregnant, have had recent surgery, or have any other medical concerns are advised to consult their physician before booking spa services. If you are pregnant or have a medical condition, please inform our Spa Coordinators upon scheduling your treatment so we can assist you in selecting the most appropriate services.

CANCELLATIONS

Cancellations or time changes must be received at least 24 hours prior to the appointment time or be charged the full rate of service.

SERVICE CHARGE, GRATUITIES, AND PAYMENT

A 20% service charge will be added to the cost of your service. This service charge is dispersed to the spa staff members who served you during your visit. In appreciation of outstanding service, additional gratuities may be given to the staff at your discretion. You may charge your services to your room; we also honor cash, major credit cards, Player's Club points, and casino comps presented with a valid photo ID. Prices and services are subject to change.

ELECTRONIC DEVICES AND CAMERAS

We strive to provide our guests with a tranquil and private escape from the outside world. Please help us by turning off cell phones, personal electronic devices, and cameras upon entering WinStar Spa.

GROUPS AND EVENTS

For groups, parties, or corporate event of 10 or more, please contact winstargroupsales@chickasaw.net to craft your unique experience.

SPA HOURS

Facility
8 AM – 8 PM Daily
Spa & Salon Services
9 AM – 7 PM Daily

WINSTAR SPA