

BEAUPORT
HOTEL • GLOUCESTER

tranquiliSea
THE BEAUPORT WELLNESS SPACE

TRANQUILISEA – BEAUPORT WELLNESS SERVICES
MASSAGE, REIKE & THERAPY - FAQ & SAFETY PROTOCOL

When should I arrive?

- For appointments taking place in the TranquiliSea Space, we ask that you arrive 10 minutes prior to your scheduled session.
- If you have booked an in-room service, please expect a phone call from our Front Desk team notifying you that your therapist / instructor is on the way to your room and will knock upon arrival.

What do I need for my appointment?

Beauport Signature Bathrobes will always be available in your guest room, as well as the TranquiliSea Space. There is space to change clothes and store your personal items in the suite. Don't forget your mask!

What is your cancellation policy?

Guests are asked to make any cancellations 48 hours prior to your appointment to avoid a \$50 cancellation fee. No-show appointments will be charged in full.

What should I wear?

- **Yoga:** Comfortable, athletic clothing is suggested for both vinyasa and restorative style sessions to allow movement and support.
- **Massage:** This is up to you! Some guests often chose to disrobe completely, while some leave undergarments on.

- **Reiki:** Guests remain fully clothed during treatment and are encouraged to wear comfortable clothes to experience ultimate relaxation.

Payment:

Appointments require a credit card on file. Your credit card will be charged after your service is completed.

What is the gratuity protocol for Massage or Reiki treatments?

Tipping is accepted in cash or Venmo, paid directly to the practitioner. Guests typically tip 20% gratuity for treatments, although guests are encouraged to use their own discretion.

Safety Protocol

The health and safety of our guests and staff is our number one priority. Please read our [BSafe Health and Safety Plan](#), as well as additional protocol below for all wellness services.

- For your safety and ours, staff are required to wear face masks at all times. Single use masks will be worn by each practitioner and changed for each appointment. For massage and reiki therapy, gloves may be used upon guest request.
- Upon arrival, guests will be directed to sanitize their hands and we will take your temperature.
- Guests are required to wear masks for the duration of the treatment, except while lying face-down during a massage or reiki session. Masks must be worn throughout an entire yoga session.
- Sixty minutes will be provided between all services in the TranquiliSea Space to complete sanitization.
- Electrostatic sanitation sprayer systems are used to disinfect the treatment room and supplies, including treatment beds, yoga mats and props, furniture, upholstery, surfaces and high-touch areas. All linens from the prior appointment will be removed from the room completely.