

POLICIES AND PROCEDURES

Spa Etiquette Guide

The Spa at Red Rock is an Adult environment. Minimum age is 18 for the fitness center, wet areas and spa services. Please ask about available options for those aged 17 and under. All prices are subject to change without notice. If you are a resort guest, we encourage you to leave all personal items in your resort room. We recommend that you do NOT wear any jewelry during your spa service. The Spa at Red Rock is a non-smoking facility and alcohol free zone.

Tour Philosophy

To protect the privacy of our guests while using The Spa at Red Rock, we must limit the number of people we tour through to our guests of the spa.

Personal Comfort & Safety

Your comfort is important to us. When scheduling your appointment, please let us know if you have a gender preference for your therapist. Please be sure to inform your therapist of any inflamed joints or muscles which should be avoided during massage. We recommend you receive only one heat treatment per day. Pregnant women and individuals with heart conditions or varicose veins should avoid all heat treatments. Following any of our heat treatments, it is important that you rest and avoid rigorous activity for at least one hour. It is also advised to refrain from direct sun exposure immediately following certain skincare treatments. Please note that many Spa treatments are not recommended during pregnancy or illness. If you are expecting or have medical considerations, please inquire if the treatment you have chosen is suitable for your condition. Please note alcohol is prohibited in The Spa. Red Rock reserves the right to refuse service to anyone under the influence.

The Sound of Silence

To preserve an ambiance of peace and tranquility, The Spa at Red Rock is a cell phone free environment. Kindly turn off all cell phones prior to entering The Spa. We ask that you speak quietly throughout The Spa, particularly in waiting areas and in treatment corridors.

Guest Timeliness

We ask that you arrive 30 minutes prior to your scheduled Spa appointment time or 15 minutes prior for the Salon. We wish you to have the benefit of an enjoyable and relaxing experience. *Please keep in mind that arriving late for a service may require us to shorten the length of the treatment, with full charges applied, so as not to inconvenience other guests. We regret that late arrivals will not receive extension of scheduled appointments.

Payment for Spa Services

For your convenience, an automatic 20% service charge, which includes gratuity, will be added to your bill. Should you wish to modify this, please direct the Spa Team with your preference. We accept Visa, Mastercard, American Express, Discover, Diners Club, and Station Casino Gift Cards. If you are a registered guest, you may also charge spa services to your resort bill. For your convenience, payment is also accepted prior to your treatment.

What to Wear

The Spa at Red Rock provides robes and slippers for your use during each Spa visit. If you plan to exercise, you will need to provide your own clothing and workout footwear. We practice professional draping and your modesty is respected at all times. If you would feel more comfortable, you may wear undergarments so that you can relax and enjoy your spa service. We suggest you bring your bathing suit with you for the spa pool and wet areas, however clothing is optional in our wet areas of the locker rooms. We discourage bringing jewelry and other valuables to The Spa, as we cannot assume any responsibility.

Shaving

Shaving is not recommended before a Body Treatment or Gentlemen's Facial. If you choose to shave, please shave at least 4 hours prior to your service.

Daily Spa Ritual Experience

Your Resort fee includes use of the spa pool, whirlpool, steam and sauna areas, locker rooms, and fitness center.

Spa Hours (subject to seasonal change)

Fitness/Pool and Locker Hours: 6am-8pm

Spa Services: 8am-8pm

Salon Services: 9am-8pm

Cancellation Policy

If you must cancel, reschedule or change your spa reservations, please notify at least four hours prior to your scheduled appointment time to avoid any cancellation, change or rescheduling fees. For package cancellations we require 24-hour notice. All "no-shows" will be charged the full price of the service. For changes and cancellations call direct to 702-797-7878.

Planning Your Spa Visit

We understand that you have come to the "Red Rock Spa" to relax, unwind, and enjoy. Some of you may choose to browse through our entire menu and select from our many wonderful spa experiences. Others may not find the time to read through it all. With this in mind, we have created a variety of packages that are designed to guide you on your spa journey.