



Cloud 9

Grab an accessible menu.



# UNPLUG YOURSELF

We'll take you to



Step inside a world where legendary spa and salon services, dynamic fitness programming, and iconic body, skin and hair care products form a collective house of wellness that will leave you uplifted, glowing and empowered, further enhancing your cruise vacation.

Fun and friendly with an easy, breezy vibe, **Cloud9** has a chill factor – relaxing here is second nature. And our collection of incredibly effective skin and body treatments will transform not only how you look, but how you feel.

GET OFFLINE.  
FREE YOUR MIND.  
TUNE IN TO YOU.

**Disconnect to connect.  
Recharge and plug yourself back in.**

#ONCLOUD9

Enrich your spa experience by selecting from our most heavenly services indicated by  throughout the menu.

# A SWEET SUITE WITH ALL THE WELLNESS FIXINGS

## DIY Scrub Bar Experience

Mixology 101 – it's like a cocktail for your skin.

Whip up a recipe in minutes by selecting ingredients to create a custom body polish. Use it in the shower after spending time in the aromatic steam and sauna grottos and watch dry skin drift away.

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## Thermal Suite\*

An immersive thermal experience. Go solo or relax with friends and family. Unwind in an oasis of heated chambers, featuring warm and cool temperatures to cleanse and recharge the body. Elements of mist, rain, steam and warmth are designed to promote deep relaxation and renewal of vital energies.

Daily, cruise and couples passes available.

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## Heated Loungers

Lay in these tile loungers and allow the soothing warmth to radiate through and relax the body.

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## Rain Showers

A cascade of warm water washes over the entire body providing renewed energy.

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## Aroma Steam

This moist, heated chamber relaxes muscles, cleanses skin, and helps to remove toxins.

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## Sauna

The heated air calms and relaxes, offering many benefits of natural sunlight without the damaging effects.

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## Hydrotherapy Pool

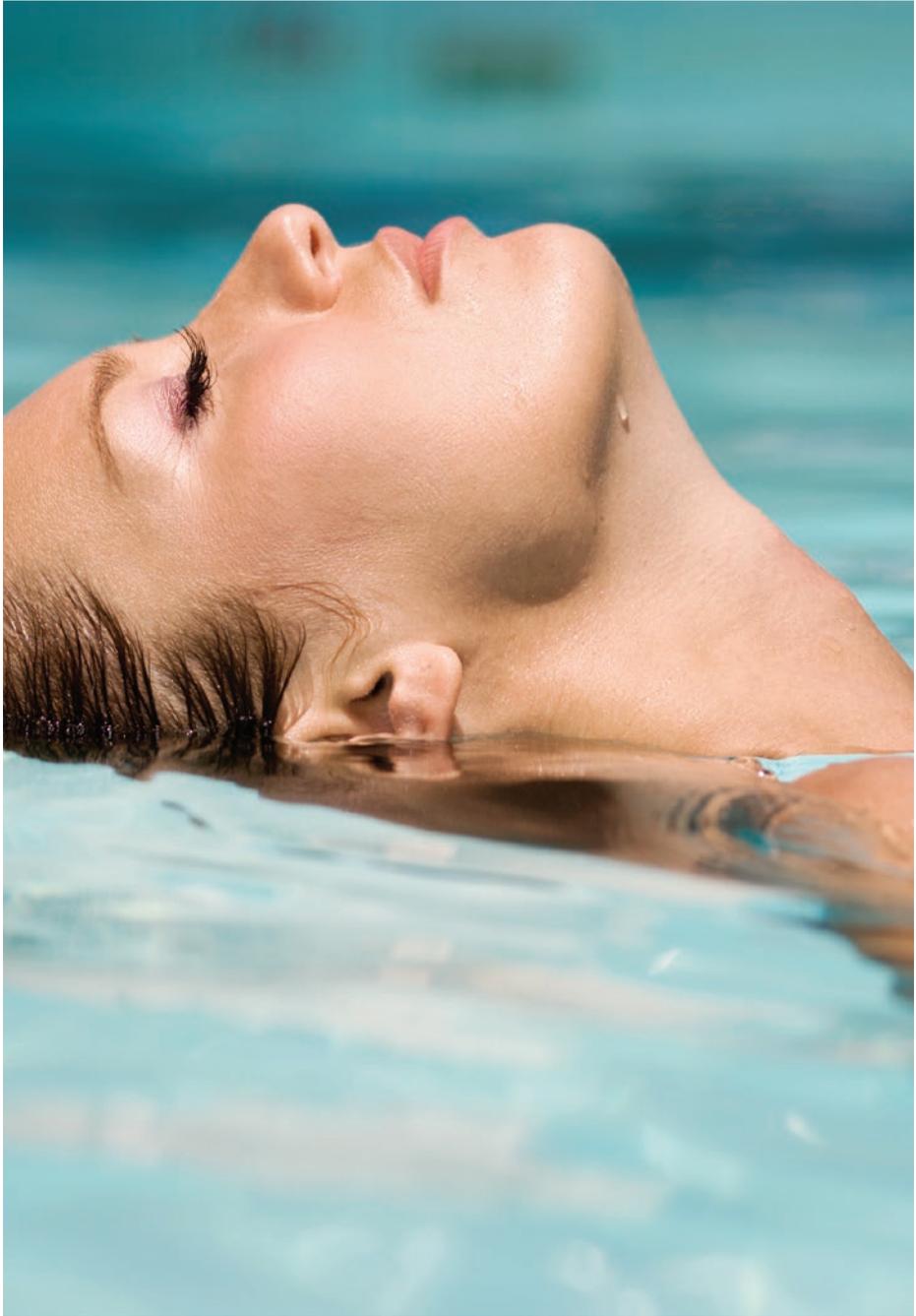
Plunge into the therapeutic waters inspired by the concept of a natural bubbling spring to loosen stiff and sore joints. Available on select vessels.

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## Mud Lounge\*

Apply organic, French mud to purify and nourish the body while the effects of gentle steam open the airways, soothe the skin, and detoxify the body. Tropical rain pours down from the dome of this temple and washes the mud away. Ideal for couples.

\* Available on select vessels.



## 9 STEPS FOR TOTAL RELAXATION

There's nothing like time for self. Embrace a moment in solitude or share the relaxation. Arrive early to experience **Cloud9** and escape for an hour or a few.

### 1 → Dive Right In

This is your place for wellness. Begin your spa journey by purchasing a Thermal Suite pass\*. (Bathing suit required; robe and towels are provided.)

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### 2 → Get Ready to Chill

Prepare to receive all the benefits from the treatment you select. Prime skin and body with a cleanse prior to your service and wash away salts, minerals and oils.

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### 3 → Delight in Tea

Rich in antioxidants, tea is a mood enhancer. Tea can calm the mind and body prior to a treatment, boost endurance, and improve health while safeguarding the immune system. In addition, drink plenty of water to hydrate and replenish your body.

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### 4 → Sublime Tranquility

Enjoy your soothing drink selection in the Relaxation Lounge. Sit back and let the serene surroundings guide your thoughts. Your therapist will soon greet you and whisk you away to embark on a journey of ultimate indulgence.

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### 5 → Guide Your Guide

A consultation prior to the service will provide your therapist with important details to make the experience more enjoyable. During the treatment, let your therapist know if there is any discomfort or if the environment – temperature, lighting or sound – requires adjusting.

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### 6 → Press Pause

Stop time and indulge in a moment of silence. Close the eyes. Inhale a deep breath. Exhale the breath. Allow the mind to drift away. Enjoy the quiet. Every bit of tension will disappear.

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### 7 → Stay Hydrated

Drink plenty of water after your service to replenish the body and support the mind.

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### 8 → Linger in the Lounge

Extend your spa stay by resting in the Relaxation Lounge after your treatment. The quietude will lull your mind and body into a deeper state of peace.

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### 9 → Continue Your Journey

After your spa experience, browse through the spa and explore our ELEMIS products – many of which are featured in our treatments. Your therapist will provide recommendations to purchase and continue your journey at home.

\*Available on select vessels.





NOTE TO  
SELF

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IT'S TIME  
FOR ME

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# THE MASSAGE COLLECTION

Perfect for the tenderfoot, great for maintenance, and a must for relaxation. Our wellness experts use the power of touch to relieve chronic tension, increase circulation, and help delete pain. Massage promotes restful sleep, soothed muscles, and a calmer mind. In other words, a state of total happiness.

## FOR THE ULTIMATE UNWINDER **Aroma Stone Therapy**

A curated range of warm Balinese stones are worked over the body, deep into the muscles. The result is sparkling vitality with the added bonus of intensely hydrated skin.

**50 | 75 | 90 min**

## FOR THE TENSION TAMER **Bamboo Massage**

This therapeutic massage technique uses warm bamboo stalks to roll and glide along the body while your therapist uses deep tissue pressure and gentle strokes to melt away tension.

**50 | 75 | 90 min**

## FOR A TROPICAL DELIGHT **Coconut Poultice Massage**

Perfectly warmed pure coconut compresses release natural emollients that nourish and moisturize the skin. This technique is followed by traditional hands-on massage to relax and de-stress.

**50 | 75 | 90 min**

## FOR A TRIPLE DOSE **R3 Pain Management Therapy — Relax, Repair, Relief**

The power of "cold therapy" is reimagined to refresh and energize the body. Comforting heat therapy uses targeted salt stone massage to relax and soothe muscle tension for a dynamic pain relief treatment.

**90 min**

## FOR TOTAL RESTORATION **Restorative Salt Stone Massage\***

Warm Himalayan salt stones contour the body, diffuse negative energy, reduce stress, and alleviate muscle tension. Completed by a re-energizing scalp massage.

**50 | 75 | 90 min**

## FOR THE SOUL SOOTHER **Thai Poultice Massage**

Heated herbal poultices are applied to the body at pressure points and combined with Eastern and Western acupressure techniques to relax the muscles and release tension.

**50 | 75 | 90 min**

## FOR THE DEEPLY COMMITTED **Deep Tissue Muscle Massage**

A vigorous workout for the body tailored to your needs. Skin is prepped to release toxins, and the massage works deep into the tension. As effective as an hour's stretching, but so much more nurturing.

**50 | 75 | 90 min**

## FOR THE ESSENTIALIST **Swedish Massage**

This classical European technique of manipulating muscles can help improve the function of the circulatory, lymphatic, muscular and nervous systems.

**50 | 75 | 90 min**

\* Available on select vessels.

### FOR THE TECH DUO

#### **BIOTEC Face Treatment and Body Ritual**

Technology fuses with touch for the ultimate spa therapy. Combine a BIOTEC facial for instant results with a 50-minute Swedish massage for pure relaxation.

**100 min**



### FOR THE TOUCH DUO

#### **ELEMIS Couture Touch Face and Body Treatment**

Condition the skin and body with this all-embracing hands-on experience, combining our ELEMIS Pro-Collagen Age Defy facial with a 50-minute Swedish Massage.

**100 min**



### FOR THE TWO OF US

#### **Couples Massage**

Relaxation for me. Relaxation for you. Quality time for the two. Enjoy a deeply relaxing massage as you lie side by side in a suite reserved for both of you. (Priced according to massage selection.)

**50 | 75 | 90 min**







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DETOX  
RETOX  
REPEAT

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# THE BODY COLLECTION

Your body is designed to feel good, so cleanse it from the inside out. When you detox, every cell in the body is addressed. These purees, scrubs, wraps and cellulite program support the elimination of impurities from your body. SAY, 'PEACE OUT, TOXINS.'

## FOR SUBLIME SERENITY

### Aroma Spa Seaweed Massage

Aromatherapy is combined with the riches of the ocean in this deeply warming treatment. A heated mask with a blend of essential oils is applied to the body before being cocooned in a wrap. Includes a 25-minute back or 50-minute, full-body massage.

75 | 100 min



## FOR A BOD THAT GLOWS

### Intensely Cleansing Salt Scrub

Fragranced salt encourages the regeneration of new cells. It leaves a smooth and responsive canvas, ready to absorb the nourishing body oil. Includes either a 25-minute back massage or 50-minute, full-body massage.

50 | 75 min



## FOR THE DIMPLE DILEMMA

### Ionithermie Cellulite Reduction Treatment

This unique therapy detoxifies the body, reduces the appearance of cellulite, and offers substantial inch loss after just one session. Galvanic stimuli propel rich marine elements into affected areas to drain fluid, smooth the skin, and define the body.

50 min | course of 3



## FOR FLOWER POWER

### Thousand Flower Detox Wrap\*

This nutrient-rich, detox wrap uses nourishing Nordic Peat to encourage skin health. It helps stimulate the elimination process and restore equilibrium to leave you feeling completely reinvigorated. Includes either a 25-minute back massage or 50-minute, full-body massage.

75 | 100 min



\* Available on select vessels.



# REMEDIES FROM THE EAST

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# THE TRADITIONAL CHINESE MEDICINE COLLECTION

Acupuncture has been used to nurture and maintain good health by billions of people for thousands of years. **Cloud9** restores balance and triggers the body's natural response with the best holistic care through traditional Chinese medicine, a revered art that offers ancient techniques for modern medicine solutions.



## FOR THE POINT OF WELL-BEING®

### Acupuncture

Quickly becoming one of the fastest-growing alternative therapies, acupuncture is often recommended by family practitioners to complement and enhance the benefits of traditional medicine.

Our onboard acupuncturist is certified to safely and effectively treat an extensive list of symptoms and conditions, including:

- Pain Management
- Insomnia and Anxiety
- Sea Sickness
- Smoking Cessation
- Weight Gain

Anyone can benefit from acupuncture. Many enjoy a session for a simple tune-up, enhanced relaxation, and well-being maintenance.

**50 min**

## FOR A WELLNESS ANTIDOTE

### Chinese Herbal Medicine Consultation

Chinese herbs are integral to traditional Chinese medicine. **Cloud9** is happy to feature JOU®, an exclusive organic Chinese herb brand.

These herbs are cultivated in Northern China by using the leaves, roots, stems, bark and petals of plants, shrubs and trees. Once collected, they are dried, crushed and then placed in a vegan capsule for easy consumption. Chinese herbs have been used as part of the traditional Chinese medicine system for thousands of years and have helped to alleviate many health issues. Ask for a complimentary consultation.

**50 | 75 min**

## FOR PAIN RELIEF

### Pain Management

Our pain experts are available to address your discomfort and concerns while offering a selection of drug-free, non-invasive onboard therapies that range from acupuncture treatments to massage and wellness classes.

Be sure to inquire about our Health and Wellness Seminar series.

Acupuncture treatments may not be available on certain vessels.



DEW YOU-  
TREAT  
YOUR  
SKIN

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# THE FACE COLLECTION

Fabulous, signature or simply what your skin needs, our estheticians use power-performing products, the latest technology, and a soothing touch to leave your skin beautifully luminous, youthful and lit up with good health.

## ELEMIS BIOTEC TECHNOLOGY

BIOTEC facial treatments use groundbreaking technology, active ingredients, and transformative touch to switch the skin back on for thriving, visibly healthy, and energized skin. Book a complimentary consultation.

**50 min**

### FOR THE WRINKLE REDUCER BIOTEC Line Eraser

Target wrinkles and energize the skin with microcurrent pulses and red and blue light therapy. A powerfully rejuvenating clinically proven\* treatment that irons out creases and fills in lines.

### FOR THE FACELIFT ALTERNATIVE BIOTEC Firm-a-Lift

Rediscover the architecture of your face with blend of massage and sculpting galvanic technology. Skin is visibly strengthened for a contoured complexion that is remarkably lifted.

### FOR SKIN AP-'PEEL' BIOTEC Skin Resurfacer

This revolutionary, clinically proven\* facial addresses skin tone, blemishes and fine lines to transform the texture of the skin. The ultrasonic peel, massage and light therapy deliver a complexion that has never been smoother.

### FOR THE SUPER MAN

#### BIOTEC Super-Charger for Men

The facial for a carefree, youthful and energized male complexion. Ultrasonic peeling, steam and galvanic current deliver a deep clean for a multi-tasking, time-efficient solution.

### FOR A CALMING EFFECT

#### BIOTEC Sensitive Skin Soother

This anti-redness treatment soothes sensitive skin. An oxygen infusion encourages cellular restoration while red light therapy and calming antioxidants improve the skin's ability to repair itself. The result is calm and soothed skin.

### FOR TOTAL BRILLIANCE

#### BIOTEC Radiance Renew

This cellular-boosting treatment targets sluggish complexions. The ultrasonic peel stimulates the removal of impurities and dead skin cells while the galvanic rejuvenating current restores moisture for instantly clearer and visibly brighter skin.

### FOR COMPLICATED SKIN

#### BIOTEC Blemish Control

A deep cleansing facial that detoxifies and repairs damaged tissue. Ultrasonic vibration, massage, steam and galvanic currents thoroughly decongest and exfoliate. Powerful antioxidants soothe while light therapy helps clear the complexion.

\*Independent Clinical Trials

## ELEMIS ANTI-AGING TOUCH FACIALS

Our globally renowned hands-on facial treatments use touch as a powerful diagnostic tool, softening and prepping the skin to receive actives using a combination of ancient and modern massage techniques from around the world.

**50 min**

### 5 **FOR AGELESS SKIN** **ELEMIS Pro-Collagen Age Defy**

Tackle fine lines with the clinically proven\* age-defying benefits of marine-charged Padina Pavonica and Red Coral. Targeted massage encourages optimum cellular function for nourished, younger-looking skin.

### 6 **FOR A RADIANT BOOST** **ELEMIS Dynamic Resurfacing Precision Peel**

This pioneering precision treatment uses layers of enzymes for powerful exfoliation and renewal. A new start for smoother, younger-looking skin.

### **FOR SUPER SKIN HEALTH** **ELEMIS Superfood Pro-Radiance**

A nutritional boost rich in superfoods and essential minerals clinically proven\* to leave skin plumper, radiant and lit up with good health.

### **FOR EVERY MAN** **ELEMIS High Performance Skin Energizer**

The hardworking facial that maximizes cell regeneration, as steam and extractions decongest. This facial boosts circulation while scalp and foot massage deeply relax.

## FACIAL ENHANCEMENTS

### **FOR THE EYE DO** **BIOTEC Eye Treatment**

Gently stimulates and tightens the delicate eye area without disturbing fragile skin.

**15 min**

### **FOR THE NECK-ED TRUTH** **BIOTEC Neck Treatment**

Microcurrent reminds the muscle to firm up while the jowl and chin mask lifts and tightens.

**15 min**

\*Independent Clinical Trials





THE BEST  
PROJECT  
YOU'LL EVER  
WORK ON  
IS YOU

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## THE MEDI-SPA COLLECTION

Want a more youthful-looking skin and body without the downtime? Shhh! No one has to know. Revitalize your appearance in minutes with our safe and effective cosmetic treatments. Return from your vacation refreshed and renewed.

Contact **Cloud9** for a complimentary, personalized consultation.

### FOR THE PERFECT POUT

#### Restylane® Facial Dermal Filler Treatments

Restore or add youthful contours on the lower face and lips by replacing lost volume and fullness. Results are natural, instant and last up to six months.

- **Smile Lines** — smooth lines from the corners of the nose to the corners of the mouth
- **Cheek Enhancement** — enhance the shape and define the cheeks
- **Marionette Lines** — soften lines from the corners of the mouth to the chin
- **Lip Lines** — soften lines around edges of lips for a smoother lip line
- **Lip Enhancement** — add volume to uneven or small lips

**75 | 100 min**

### FOR SMOOTHER SKIN

#### Dysport® Wrinkle Treatments

Soften fine lines on the upper face for a refreshed, youthful appearance. Smoother-looking skin is visible within days and lasts up to four months.

- **Frown Lines** — soften the lines between the brows
- **Forehead Lines** — smooth horizontal forehead lines
- **Crow's Feet** — smooth the area from the outside corner of the eyes

**50 | 75 min**

### FOR TLC IN 1,2,3

#### Thermage® Skin Tightening Treatments\*

Tighten and contour the skin in just one session. These non-invasive treatments use radio frequency to improve the appearance of loose or sagging skin on the face and body.

- **Face/Neck** — smooth and tighten skin for an overall naturally younger-looking appearance
- **Tummy** — smooth and tighten wrinkled, crepey and sagging skin on the tummy

### FOR CONTOURING & SCULPTING

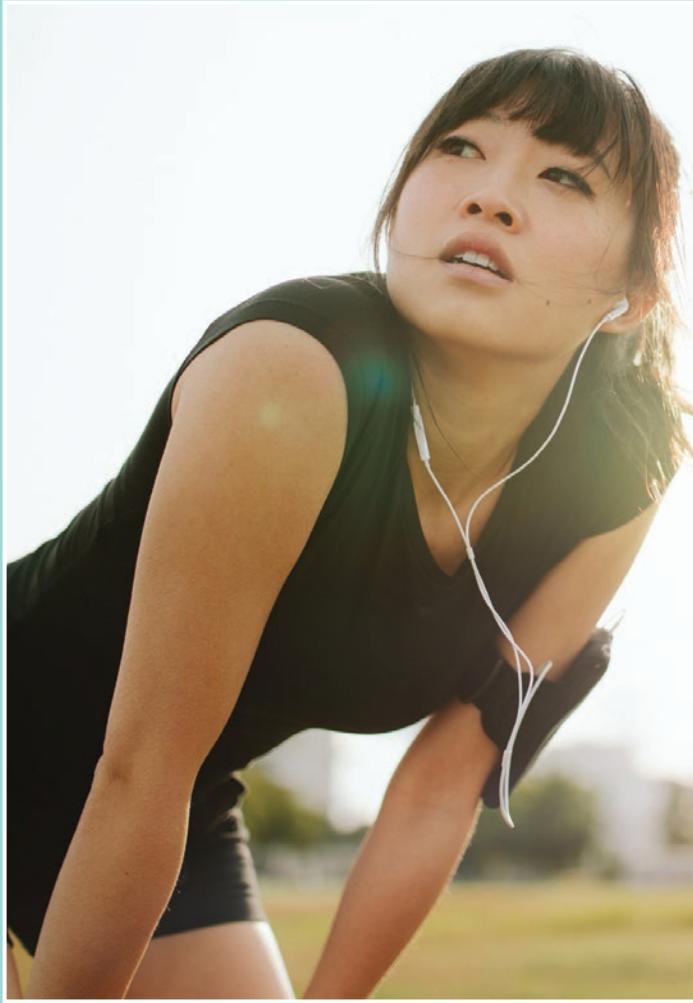
#### CoolSculpting® Non-Surgical Fat Reduction\*

Reduce unwanted fat and sculpt your body without any surgery or downtime. This premier therapy is non-invasive and uses controlled cooling technology to contour the body.

- **Tummy** — eliminate stubborn fat in the upper and lower stomach
- **Love Handles** — reduce unwanted fat to sculpt the waistline
- **Double Chin** — reduce or eliminate the double chin

\* Available on select vessels.

All Medi-Spa treatments are provided by OneSpaWorld and are safely administered by our licensed Medi-Spa physician.



FIND  
YOUR TRIBE

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# THE FITNESS COLLECTION

Just call us "Fuel Gurus." Building energy and burning fat are part of our daily ritual. And at sea, it's no different. Fuel your workout and sweat out those vacation calories at the Fitness Center. Our personal trainers will set the bar just right to ensure you stay on track and in ship-shape during your cruise.



## FOR THE INS AND OUTS

### **InBody570® / Body Composition Analysis**

A body composition analysis provides the most comprehensive muscle and fat diagnosis available. Understand your body's inner health to determine the best way to achieve your wellness goals.

**60 min**



## FOR THE COACHING SESSION

### **Personal Training**

Achieve the body you have always wanted with a personalized fitness session. Learn which exercises work best with your particular body composition.

**60 min**

## FOR FOOD GUIDANCE

### **Nutritional Consultation**

Based on the Nobel prize-winning research of Dr. Barry Sears, a personalized, Ideal Zone nutrition plan is created for clean and healthy eating to help achieve wellness goals.

**60 min**

## FOR THE FIERCE PHYSIQUE

### **Body Sculpt Boot Camp**

A blood-pumping, throat-clearing, endorphin-releasing reason to get out of bed every day. You will also receive a complimentary metabolism test.

**30 min | series of 4**

## FOR THE RIDE OF YOUR LIFE

### **RYDE Indoor Cycling\***

Powered by Myzone®, RYDE ups the thrill factor by giving a real road-cycling sensation through a series of climbs and sprints in an immersive, inspirational atmosphere. Modern and old school music will fuel this high-energy workout to get the endorphins flowing.

**45 min**

## FOR CORE STRENGTH

### **Pure-Form Pilates**

This exercise uses a Pilates ring, foam-core roller, and weighted balls for various movements as established and recommended by Joseph Pilates.

**45 min**

## FOR A BALANCED BODY

### **Pure-Form Yoga**

Excellent for increasing levels of balance, concentration and focus, this class will benefit the beginner and the experienced yogi.

**45 min**

\*Please check for availability of services.



YOU ARE A CUT  
ABOVE  
THE REST

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## THE SALON COLLECTION

Let your hair and nails do the talking. Cloud9's salon offers the most indulgent haircare, products, deluxe services, specialty color, nail and beauty bars. Our salon experts can diagnose individual haircare needs and prescribe personalized treatment options while our nail techs, brow stylists, and smile specialists add the glam to the glamour.

### FOR GOLDEN LOCKS

#### **Kérastase® Elixir Ultime 24-Carat Indulgent Ritual**

Nourish, protect, illuminate and instantly restore your hair. This most indulgent ritual combines precious oils with a highly concentrated treatment to provide a sublime transformation. Includes a scalp massage.

**25 min**

### FOR TENDER LOVIN' 'HAIR'

#### **Kérastase® Fusio-Dose™ Instant Hair Treatment**

Fusio-Dose combines highly concentrated formulas with powerful boosters for custom-designed results. Dry hair is intensely nourished, repaired and strengthened.

### FOR HAIR CARE IN 3 STEPS

#### **Kérastase® 1,2,3 Hair Ritual**

Bathe, treat and texturize with a three-step made-to-measure ritual to take your tresses from flat to flawless.

**15 min**



### FOR FRIZZ-FREE HAIR

#### **Keratin Complex® Express Blowout with Cut**

This specially formulated treatment infuses natural Keratin in the shortest amount of time to eliminate frizz. Results last up to six weeks, and hair can be washed just eight hours after the treatment.

**60 min**



### FOR NAILS THAT ROCK

#### **Fire & Ice Manicure and Pedicure**

Using a combination of therapeutic cooling gels and the warmth of massage using a heated stone, your skin will be smoother and your nails will be nourished and polished to perfection.

**Manicure 50 min | Pedicure 60 min**

### FOR THE INSTANT DRY

#### **CND™ Shellac™ 14-Day No-Chip Manicure and Pedicure**

This tough-as-nails manicure and pedicure uses a Shellac coating instead of regular polish, resulting in tremendous shine, depth of color, and perfect finish that lasts for 14 days.

**Manicure 30 min | Pedicure 45 min**

## NOUVEAU® BROWS AND LASHES

### FOR WOW BROWS

#### Express Brows

A finished brow look in a flash. Includes tinting, shaping and setting brows to wow.

**30 min**

### FOR UBER WOW BROWS

#### Deluxe Brows

Frames your face with a tailored style. Includes measurements, tinting, shaping and waxing.

**45 min**

### FOR LASHES TO LONG FOR

#### LVL Lash Lift

Volumize and lift while extending your natural lashes.

**60 min**

### FOR A LASH IN A FLASH

#### Express Lashes

Amplify lashes in a dash. Voluminous lashes accentuate the eyes with a quick multi-lash placement technique that lasts up to 14 days.

**45 min**

### FOR THE COLOR MAKEOVER

#### Make-Up Application

Whether it is a special occasion or simply a way to feel special, Cloud9's makeup artists will accentuate features during a session. Ask about strip lashes to enhance the look.

### FOR PEARLY WHITES

#### GO SMILE™ Teeth Whitening Treatment

Try our advanced teeth whitening treatment, a safe, effective way to add sparkle to a smile. Book a complimentary consultation.

Couples treatments available.

**30 min**

### FOR THE AU NATURAL

#### Waxing

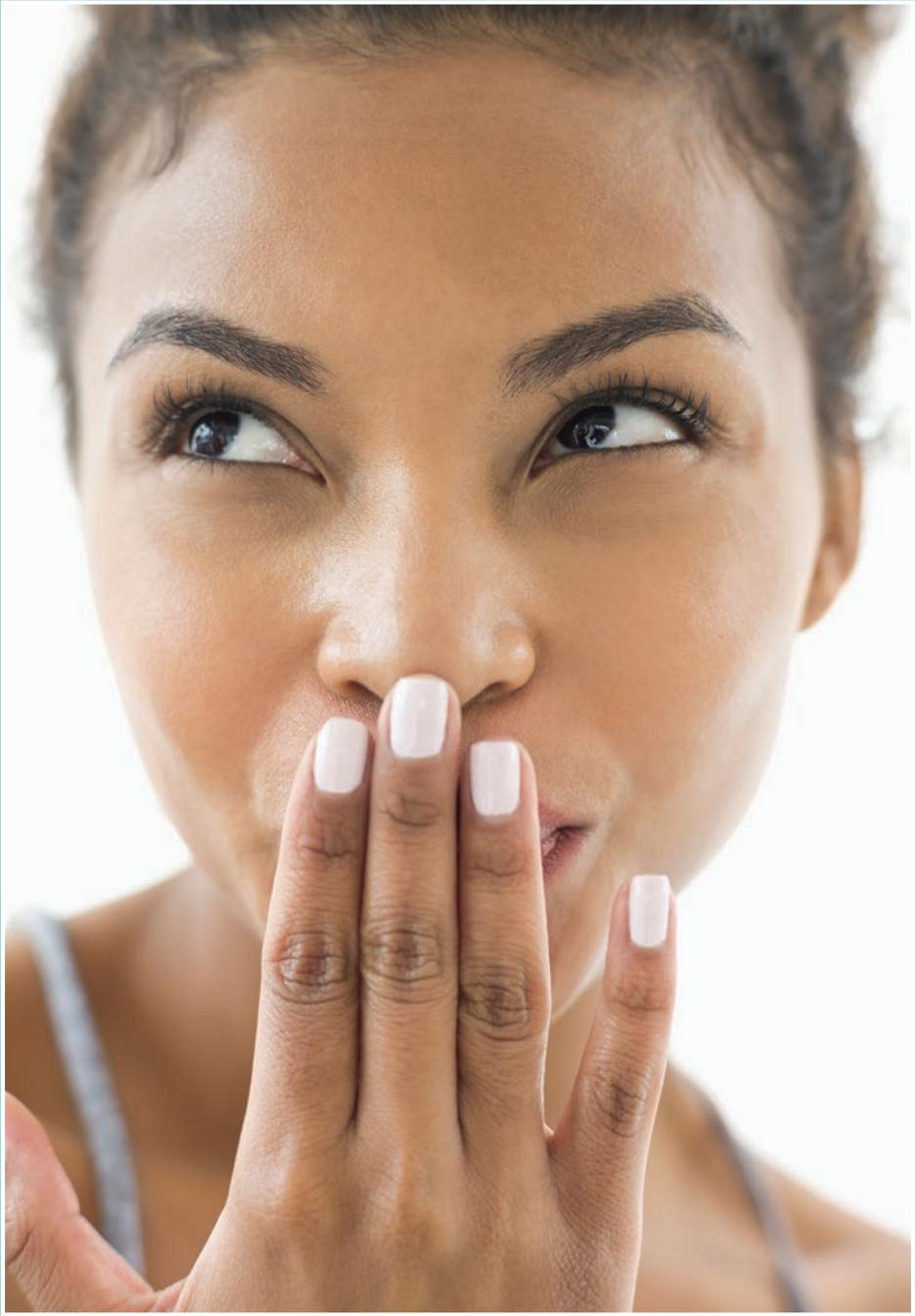
With respect for privacy, Cloud9's highly trained therapists will ensure a comfortable experience. Book a waxing service for brows, lip/chin, half arm, underarm, half or full leg, bikini, Brazilian or back/chest. Services are for both men and women. Please ask a spa therapist for more details.

### FOR MORE HAIR SERVICES

- Shampoo and Blow Dry
- Shampoo and Roller Set
- Cut and Style with Blow Dry
- Updo and Style  
(without shampoo and blow dry)
- Semi-Permanent Color
- Permanent Color
- Highlights or Lowlights
- Partial Highlights

### FOR MORE NAIL SERVICES

- Traditional Manicure
- Traditional Pedicure
- Acrylic Nails
- Acrylic Nails Refill
- Paraffin Wax





A GOOD  
LATHER IS  
HALF THE  
SHAVE

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# THE MEN'S COLLECTION

In a world full of trends, remain a classic gentleman. Every man needs a brotherhood of shaving. Elevate your shave and grooming at this men's-only refuge where you can have your beard and trim it too. Here, grooming takes on a new definition and certainly makes the cut.

## FOR THE SMOOTH OPERATOR

### Pro-Collagen Grooming Treatment with Shave

Experience the Express Shave, Pro-Collagen mini facial, and a luxurious face, scalp, hand and arm massage.

**55 min**



## FOR THE DAPPER DUDE

### Deep Cleanse Grooming Treatment with Shave

Enjoy the Express Shave with the added benefit of a soothing face and scalp massage, plus a deep, pore-cleansing mask.

**45 min**



## FOR THE QUICK TRIM

### Express Shave

A deep-cleansing exfoliation and a double-close shave to leave skin smooth.

**30 min**



## FOR A FRESH CUT

### Men's Wet Cut

A clean-cut look with full-service grooming, including hair and beard trims as well as styling.

**60 min**

## FOR THE WELL-GROOMED GENTLEMAN

### Men's Sports Manicure and Pedicure

Treat the hands and feet to a manicure and pedicure. Trim, shape and buff the nails.

**Manicure 30 | Pedicure 45 min**



# KNOW BEFORE YOU GLOW

## Cloud9 Spa Information

### Hours of Operation

8am to 10pm

### Reservations

For more information or to reserve treatments, please contact **Cloud9**. Walk-in appointments are subject to availability.

### Minimum Age Requirements

Guests must be at least 18 years of age to receive treatments or utilize spa facilities unless participating in the kids or teen program. Salon services are available to guests of all ages. Fitness facilities are not available to minor guests. Please see restrictions posted outside the Fitness Center.

### Nurture Your Experience

We recommend arriving 15 minutes prior to your appointment so you can focus your mind on relaxation. To maintain the serenity of the spa, we ask you to turn off your mobile phone and electronic devices upon arrival.

### Specialty Spa Menus

Visit the spa desk to inquire about our Pain Management or Kids and Teen menus.

### Service Charge

For your convenience, a 15% service charge will be applied to your final bill at checkout. Gratuity for exemplary service is discretionary.

### Valuables

To ensure you do not forget any personal items of value, we suggest leaving them in the safety deposit box in your stateroom.

### Spa More, Save More

Book three services with this symbol and  you will receive 10% off the service, 20% off a service of equal or lesser value, and 30% off the service from your selection. Treatments cannot be shared with others. All treatments must be booked and paid for in advance. This promotion is subject to availability.

### Ensuring a Wonderful Spa Experience

We welcome you to openly discuss your likes, dislikes, concerns or questions with your therapist before and during treatment.

### Product Return Policy

Refunds are offered for all unopened products when accompanied by a receipt and returned by the end of the cruise. Unopened products without a receipt can be exchanged for either services or products.

### Cancellation Policy

Please provide 24 hours' notice when canceling appointments or your onboard account may be charged 50% of your treatment cost.

### Special Offers in Port

Check your daily program, stateroom television, or contact **Cloud9** to learn about in port and special occasion offers as well as to learn about seminars and fitness class times.

### Shop & Ship

Buy all the spa products you love – hassle-free. There's no need to squeeze them into your suitcase. We will ship anywhere in the continental U.S. via ground delivery for a flat rate.

### TIMETOSPA at Home

Relaxation is achieved through daily practice. Your therapist will be happy to recommend a home care regimen to continue your treatment at home. Replenish products purchased at [www.timetospa.com](http://www.timetospa.com).

### Customer Service

c/o OneSpaWorld, 1-855-848-3059  
[customerservice@onespaworld.com](mailto:customerservice@onespaworld.com)

Occasionally, for reasons beyond our control, your treatment selection may not be available.



