



# FAQS

## DESTINATION WELLNESS VACATIONS



### **Destination Wellness Vacations—Frequently Asked Questions**

Here are our expert's answers to some of your frequently asked questions.

#### **Is there anything I need to set-up with the Wellness Concierge ahead of time?**

No, your Wellness Concierge will contact you.

#### **How do I connect with the Wellness Concierge upon arrival?**

A Wellness Concierge will contact you prior to departure welcoming you and giving you further instructions on what to do upon arrival.

#### **How do I pre-book my spa treatments?**

This will be handled through your Wellness Concierge. There is nothing that needs to be pre-booked.

#### **Do I need to sign-up for the classes I'm interested in before leaving? If so, how?**

No, you will work out all details with your Wellness Concierge upon arrival at your resort.

#### **How/when do I get my Community Membership information?**

Your Community Membership information will be emailed to you within the first week after you return home from your trip.

#### **Is there anyone who shouldn't purchase these plans?**

Guests with pre-existing health conditions should consult their physician before purchasing a Destination Wellness Vacation plan.

#### **Do I have to use my plan days consecutively?**

No, your Wellness Concierge will help you design your individual, flexible program.

#### **Do I have to sign a consent to treat or waiver form?**

Upon arrival at the resort, you will be required to sign a waiver.

#### **If I pre-purchase a 1 or 3 day plan, can I change my mind and upgrade during my stay?**

This can be accommodated at the resort.

#### **Is the program per person? Can I buy the 6 day program and if I don't use all the days, give some to my wife/husband/etc.?**

No sharing; each program is completely individual.

#### **What if I don't use all of my days or am too sore/tired to continue?**

Unused days are non-refundable.

#### **What if a couple has different priorities and/or activity levels, i.e., one person on the reservation wants a 6 day package and one only wants a 1 or 3 day?**

This can be accommodated when the plans are purchased.

#### **What if someone wants to cancel the program prior to arrival?**

This plan is refundable up until the time of departure.

**CALL YOUR TRAVEL AGENT TO BOOK YOUR WELLNESS VACATION TODAY!**