



SPA PECHANGA POLICIES AND GUIDELINES

What to Expect Prior to Arrival

Please see the policies and guidelines for your time at Spa Pechanga, the Temecula Valley's premium Spa destination.

Hours of Operation

Spa

Open Daily | 9:30AM – 6:00PM

Fitness Center:

Open Daily for All Hotel Guests | 5:00AM – 9:00PM

(951) 770-8501

Reservations

Guests must be 21 years or older to utilize Spa Pechanga's facilities. We recommend booking advance reservations to ensure availability and your preferred treatment time. Spa reservations are held with a form of payment attached to the appointment. Guests may reserve an appointment online, or by calling (951) 770-8501.

Arrival

We ask that you arrive at least 30 minutes prior to their appointment time. This allows you to utilize the locker and showers, change into their robes, as well as familiarize yourself with all the facilities we have to offer. To show courtesy to other spa guests, if you arrive late to an appointment, the service may still be available, however will end at the originally scheduled time.

Services

Spa Pechanga provides a wide variety of treatments including massage, facials, manicures and pedicures. These treatments are performed by our certified treatment. Please notify the spa concierge and your treatment provider of any allergies, pregnancy, and/or other health concerns prior to your service.

Spa Environment

In order to achieve a clean, safe, welcoming and peaceful environment for all guests, smoking and cell phone usage within the locker rooms are strictly prohibited. Spa Pechanga carefully cultivates its environment and therefore, any disruptive behavior within the spa will be addressed.

Spa Facilities

Spa Pechanga features a host of luxurious amenities for our you to enjoy. Guests who have booked a reservation for a treatment are welcome to come in to the Spa as early as 9:30AM. Our facilities include



a sauna, steam room, hydrotherapy pool, relaxation room, a private lounge, as well as an outdoor, co-ed pool and hot tub. Please follow your own personal health recommendations when deciding to use our facilities.

Fitness Center

Guests with services at the spa, hotel guests and spa day pass holders are welcome to utilize our fitness center. You are required to wear proper gym attire at all times. Spa Pechanga prides itself on its relaxing gym environment and therefore requires any personal music to be enjoyed using headphones or earbuds. Guests using the fitness center must be over the age of 16. Those age 18 and under must be supervised by an adult.

Day Passes

Spa day passes allow for guests to enjoy our premier facility without booking a service. Day passes allow you to utilize all spa facilities for the given day reserved. Day passes are subject to availability and may be booked in advance. You may check in as early as 10:30 a.m. with a spa day pass and are granted in and out privileges until 6:00 p.m. the same day.

Food and Beverage

Spa Pechanga proudly offers a variety of handpicked, seasonal cuisine and refreshments that are handmade daily. Outside food or beverage is not permitted inside the spa. Preserving our relaxing environment, Spa Pechanga strictly enforces a two-drink maximum for all guests. Due to the nature of the services provided, guests are not allowed to be intoxicated while receiving their treatment. Spa Pechanga therefore reserves the right to refuse service due to inebriation.

Cancellation and Rescheduling

As a courtesy to our treatment providers, Spa Pechanga utilizes a 24-hour cancellation policy. In the event of a cancellation within fewer than 24 hours from the appointment time, you are responsible for the cancellation fee, which equates to the full amount of the service.

Service Charge

For your convenience, a 22% service charge is automatically applied at checkout. Additional gratuity is welcome and may be assigned at checkout. Casino comps may not be used to pay for surcharges.

Valuables and Items

Guests are provided with a locker featuring a secure, customizable lock pad for the duration of their stay at the spa. Spa Pechanga is not responsible for lost or stolen items. We suggest you refrain from bringing valuables to the spa to ensure their safety. You are asked to remove any jewelry ahead of your treatment, store it and lock it. Our staff is happy to provide you with a jewelry bag upon request.



Spa guests receive complimentary valet parking with parking validation at Spa check-in, or may self-park in the East Parking garage. The East Parking garage is closest to the Pechanga Gas and Service Station. Guests then walk south, toward Journey at Pechanga golf course, and then turn west to arrive at Spa Pechanga. Please feel free to follow our signage to the spa, or ask one of our friendly Team Member should you need directions.

Gift Cards

Gift cards in any denomination are available for purchase at the spa's front desk.

Retail Items

Returns or exchanges are available for unopened products within 30 days of purchase. Opened or broken seals make spa products ineligible for returns or exchanges.

Spa policies are subject to change without notice. We thank you for your understanding.

SPA PECHANGA & YOUR EXPERIENCE

Cleaning, Sanitizing & Disinfecting

Every evening, the Pechanga Cares Team thoroughly cleans, sanitizes and disinfects all guest areas including treatment rooms, the reception and retail area, the salon, and the fitness room. They also thoroughly clean high touch surfaces such as door handles, elevator panels and doors, stair handrails and more.

Spa attendants also clean high traffic and high touch surfaces throughout the day.

Spa Linens

New, freshly laundered linens await each guest on his or her massage table. Spa linens are washed and laundered at a temperature of 165° Fahrenheit. Health experts recommend water temperatures above 140° Fahrenheit to kill viruses.

Manicure/Pedicure Services

Manicure and pedicure stations are thoroughly cleaned and sanitized following each guest's visit.



Should you have additional questions not covered above, please send us an email at SpaPechanga@pechanga.com.