



Frequently Asked Questions

1.Q. What services do you offer?

Massage, Body and Nail services by licensed and certified technicians customized to your unique needs. Please note that our therapists are trained in a variety of specialties. If there is something you would like that you do not see on the service list, please let us know and we will do our best to match you up with a therapist trained in that specialty.

2.Q. Why would I choose a mobile spa over a traditional day spa?

A mobile spa gives you the luxury of your choice of professional spa treatments in the privacy of your own home. No being rushed off the table and out the door. No driving. No dented manicures. What could be better than getting together with friends, enjoying food and drink, and having a relaxing spa treatment? Need we say more?

3.Q. How do you plan for a spa party?

Once you make your reservation, it's time to print out our spa services and spa policies list for all of your guests. Then, send these out with invitations to the lucky recipients, reminding them to RSVP with the services they would like to receive (RSVP dates should be two weeks prior to your spa party so we have plenty of time to secure the appropriate number of therapists.) Print out a Party Host RSVP form and fill it in as guests reply with the services they would like. Drop this information in an e-mail to reservations@spavroom.com or call it in to 978-884-8957. If you're feeling tech savvy, go online to www.evite.com and send out an online invitation to your guests. Make sure to include a link to www.spavroom.com in the comments field so guests can view the list of services.

4.Q. How does the spa party work?

SpaVroom brings the spa to you, from the highest quality massage tables and nail equipment to music and candles. Every last need is taken care of by therapists who are there to ensure you have a comfortable and relaxing treatment. The party host does not need to lift a finger- we bring sheets, hot stones, a full line of nail equipment, everything to provide the perfect spa treatment. It's the best of a day spa, without any of the hassles.

5.Q. What types of spa parties do you offer?

Since we customize our spa parties to meet your needs, we can accommodate just about any special occasion you can dream of- Girl's Night-In, Baby Showers, Birthday Party, Bachelorette Party, Bridal Party Get-Together, Corporate Services, Family Reunions. If you have occasion for a party, we bring the spa to you. And after all, who ever said you need a reason for a spa party anyway!

6.Q. How do I know if I have enough room?

Spa party services take up very little room. A massage table fits nicely in a bedroom or office (for privacy) and nail services are normally performed close by to the main party so guests have the comfort they want without having to miss out on the party (and it's convenient if you need someone to bring you another pastry). Sometimes though, if you are planning for a large number of guests you may want to consider a hotel spa party. To truly get away from it all, consider going in with your friends and booking a hotel room or suite for the evening. This can be a very cost-effective way to have the spa party you desire.

7.Q. What about corporate chair-massage services?

SpaVroom can service it all – employee wellness days, fundraising events for non-profit companies, tradeshow. Have massage chair, will travel.

8.Q. Will I receive the same level of service as in a traditional spa?

All SpaVroom specialists are licensed and certified, with the highest level of professionalism, courtesy and knowledge. Our spa professionals use only top quality salon products in our treatments. In addition, great care is taken to maintain the highest level of sanitation. Disposable products are used whenever possible and equipment is sanitized according to the laws of the state.

9.Q. How do I prepare for a treatment?

Our spa professionals will arrive 15 minutes prior to your treatment in order to have time to set-up for the party. Massage treatments are performed on a massage table (with a protective covering under the table to protect your rug or floors) while nail services are performed either on a chair or couch. Great care is taken to ensure your comfort and privacy. For massage services, therapists request a private area in which to set up the table. The guest is then given privacy to undress to their level of comfort and get settled upon the heated table. You will be properly covered (draped) by the sheet at all times. Then, all you need to do is relax and enjoy!

10.Q. Should I tip the spa professionals?

If you are pleased with the services you received, it is customary to thank your therapist with a gratuity. This can be given directly to the therapist providing your service.

11.Q. What are your hours?

As the nature of a mobile spa party is different from that of a traditional day spa, our hours of operation are flexible to meet your needs. Spa professionals are available 7 days a week. Services are not available on major holidays.

12.Q. What areas do you service?

Boston, northeastern MA and southern NH.

13.Q. Is there an age minimum?

Clients must be at least 16 years old unless accompanied by a parent in the room.

14.Q. Are there any conditions where a client would be refused services?

Spa technicians are required to refuse treatment to anyone with broken skin or lesions that cannot be covered or avoided. Also, if a client has a nail fungus, they cannot receive a nail service. Services must also be refused for undisclosed medical conditions for which massage is contraindicated. If you are pregnant, please note the stage of pregnancy prior to booking so your technician can properly prepare for your comfort. return

15.Q. What is the minimum number of people needed for a spa party?

There is no minimum number of people required for a spa party. However, a minimum of three hours of services per therapist is required. So, a spa party could be 3 people getting 60-minute massages or 50 people getting a wide variety of treatments- and everything in between!

16.Q. What if a guest is late or does not show up?

We cannot guarantee the full service time if someone is late, however we will make every effort to fit their treatment into the remainder of the party. If a guest does not show up, the full fee is expected from the party host. However, the host or another guest may take advantage of this reserved time by adding to his or her own services. This policy is waived if there are still over 3 hours of work per therapist.

17.Q. What is your cancellation policy?

Spa parties must be cancelled at least 48 hours in advance to avoid an \$80 cancellation charge. Any changes to party services must be made 24 hours prior.

18.Q. Can people who are not receiving services still be present at the party?

Of course! If they like what they see and our therapists have extra time, they could book themselves a service too. return

19.Q. How far in advance can I book a spa party?

Spa parties can be booked up to six months in advance. Weekends fill up quickly so make sure to book early to get the date and time of your choice.

20.Q. How do I book a spa party?

Reservations must be made at least 3 days in advance. Please call us at 978-884-8957 or go to the reservations page to start your reservation process.

21.Q. How do I pay for my service?

SpaVroom is unique in that we don't ask the party host to cover the whole party upfront. This way, the host doesn't need to go around getting payment from their friends for services received & when everyone just wants to RELAX. We provide all guests with two things: an invoice listing services received / payment total and an envelope with their name on it. It's simple; you put your invoice and payment (cash, check, MC, Visa, or Discover) in the envelope and give it to one of the spa professionals who will be collecting all the envelopes before leaving the party. Gratuities can be given directly to your therapist.