



elmspa

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## Welcome to elmspa

elmspa is a hidden gem in the heart of Church/Wellesley Village, offering a one of a kind venue to meet your event needs. An offspring of the acclaimed Elmwood Spa, elmspa is easily accessible, situated just blocks away from Cabbagetown, Riverdale, Yorkville and Bloor Street in downtown Toronto.

elmspa has seven specialized treatment suites, each fashioned with the goal of developing an energy rich, environmentally responsive Feng Shui space. Natural woods and linens, recessed water features and Zen pebbles—the spas signature décor—creates a harmonious balance throughout the spa, to soothe the body and soul.

An enclosed garden balcony provides a lovely area for social gatherings, art openings, new product launches and corporate retreats—for large or small groups.

Exclusive hire can be arranged for a wide variety of events, including the following:

- Corporate Networking Events And Entertaining
- Team Building
- Product Launches And Preview Events
- Private Functions
- Filming Location
- Art Exhibitions



# Policies & FAQ's

## BOOKING POLICIES

Groups are a guaranteed minimum of 10 people, unless otherwise noted in the Event Contract.

A deposit will be required along with a signed contract to confirm your booking.

The deposit amount will be processed upon receipt and will be credited to your final bill. The deposit is non-refundable. Spa services spots will be held a maximum of 10 days.

## INSURANCE RECEIPTS

Receipts are available for individual massage services which are being paid for by the guest for reimbursement under many benefit plans. If the charges go to a master bill, insurance receipts will not be issued as per CMTO regulations.

## SPA ETIQUETTE

**Check In:** Please check in at least 30 minutes before your appointment. **Please be on time.** Late arrival will result in a shortened appointment.

**Medical Questionnaire:** All guests are required to complete a general medical questionnaire as per provincial law.

**Environment:** Please help us to preserve a tranquil environment by lowering your voice and turning off all electronic devices.

**What to Wear:** A robe, footwear and a secure place to store your belongings are provided. If you will be enjoying our Water Therapies, please bring a swimsuit. Swimsuits and/or robes are worn in common areas outside of change and treatment rooms.

**What to Bring:** Almost everything that you need is here. Please remember to bring your swim suit, hairbrush, cosmetics and any other toiletries you may need.

## CANCELLATIONS

We require 3 weeks (21 days) notice to cancel any group booking without penalty. Cancellations made 15–20 days prior to the scheduled event date will receive their deposit in the form of an Elmwood Spa gift card. If cancellation occurs within 14 days prior to your event, full payment (100%) for services, food and beverage will be required.

## FREQUENTLY ASKED QUESTIONS

### Is there a charge to use the space?

There is no charge, provided the minimum food and beverage expenditure is met.

### Do you supply audio-visual equipment?

We have a screen and projector on site, which can be used at a minimal fee. We also have a preferred supplier for any audio visual requirements.

### What items are included?

Candles, white linens (Terrace Restaurant), tables, chairs, printed menus.

### How are beverage costs managed?

All beverages are charged based on consumption, plus gratuities and applicable taxes. We do not offer any bar packages.

### Can menus be customized for my event?

Yes, we are happy to work with you to customize food & beverage offerings.

*\*Preferred rates available for Elmwood Spa guests*

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