

# WILLOW STREAM

A FAIRMONT SPA



# Treatment Brochure

FAIRMONT PACIFIC RIM



# Willow Stream Spa



at FAIRMONT PACIFIC RIM

Resting at the ocean's edge, with majestic snow-capped mountains rising to the north, Vancouver embodies contemporary Canada. This cosmopolitan West Coast city — both a gateway to the East and a site rich in First Nations history — is home to many diverse cultures and traditions, all of which enhance its casual urban flavour, while nature's beauty, from towering pines to bracing sea breezes, is always waiting at your doorstep.

A perfect reflection of the grandeur of this unique location awaits at Willow Stream Spa, Fairmont Pacific Rim, a sensual oasis in the heart of the city. Soft fragrance, reminiscent of a dewy forest, welcomes you. The play of candlelight on textured stone walls and the soothing sound of fountains caress your senses. Spacious treatment rooms, in calming tones of blue and dove grey, reflect Vancouver's sea and sky, while wood, marble and slate throughout echo the area's rugged coastlines and mountainsides.

The treatments at Willow Stream Spa, Fairmont Pacific Rim, allow our guests to participate in nature's gifts and ensures an experience unlike any other. Find your energy here.







## *About Willow Stream Spa*

Willow Stream Spas are acclaimed around the world for our focus on finding innovative ways to help guests discover their own energy. Energy makes the difference between living and living well; recharging our energy allows us to flow, rather than fight, through life. That is why energy renewal is our mission.

Each of our spas is designed to reflect the beauty and ambiance of its location and of the hotel in which it is located, so no two are alike. But, all of our spas have this in common: they deliver an outstanding experience. Simply being here — away from the chaos of everyday life — relaxes our guests and starts them on their energy journey.

Guests visiting the spa will receive a temperature check upon arrival at spa reception and provided a mask to wear in the spa. Upon entering the spa you will be escorted to our change room, assigned a locker and invited to change and await your provider in one of our calming lounge areas. Hand Sanitizer will be provided prior to entering the spa facility. Hand washing before and after all treatments is required by the guest and the Treatment Provider. Treatment Providers will wear masks, protective eyewear and face shields as an enhanced safety measure. All payments will be collected via credit, debit or gift cards.

Temporary closures of outdoor terrace, showers, hot tubs and saunas will remain in effect at this time. For additional information on Willow Stream Spa's and Accor's commitment to helping its community stay safe and stay well, please visit [ALLStayWell.com](https://www.allstaywell.com).



# *Enhancing Your Spa Experience*

To keep the spa peaceful and protect the privacy of all guests, cell phones and other electronic devices are not permitted in the spa. Willow Stream is an adult sanctuary for guests 18 years and older.

At each touchpoint along the guest journey through Willow Stream Spa at Fairmont Pacific Rim, extensive measures are being taken to protect guests and employees. These measures include but are not limited to; physical distancing guidelines, mandatory screening for all guests and employees, temperature checks, masks provided to guests and worn by all employees and guests in the spa facility, and increased frequency of cleaning with EPA registered disinfecting chemicals that have been proven effective in preventing the transmission of COVID-19.

Hands-on training for all employees, a dedicated on-property rollout committee and a formal audit program, validated under the global ALLSAFE Cleanliness label, ensure initial and continued compliance.

## *Temporary Closures*

Temporary closures of showers, outdoor terrace, hot tubs and saunas will remain in effect at this time.

## *Spa Arrival and Etiquette*

With your relaxation in mind, we recommend arriving 20 minutes before your scheduled treatments. To accommodate all guests, each treatment will conclude at the scheduled time, regardless of start time.

## *Spa Attire*

Our therapists are highly trained in draping procedures to ensure your complete privacy; however, for your comfort, undergarments may be worn during treatments. Jewelry and valuables should be left at home or in the hotel safe where ever possible. Willow Stream Spa and Fairmont Pacific Rim are not responsible for lost or stolen articles. Masks are required to be worn throughout all services, except facials.

## *Cancellation Policy*

If you must reschedule or cancel any spa reservations please notify the spa 24 hours in advance to avoid the cancellation fee. Missed appointments without proper notice are subject to a 100% charge for reserved services.



## Health Matters

Please inform us of any health conditions at the time of booking (e.g., high blood pressure, heart condition, allergies, pregnancy). Consumption of alcohol before, during or directly after treatments is not recommended. You will be asked to complete a Wellness form at time of booking once sent your confirmation email, so your spa professional can better customize your experience to meet your needs.

## Willow Stream Spa Gift Cards

Willow Stream Spa gift cards may be purchased for all spa services and packages. Please contact Willow Stream Spa reception for further information.

## Taxes and Gratuities

Local taxes will be added to all spa services and packages.

Gratuities are up to your own discretion and can be added to your bill upon checkout.

## Hours of Operation

Spa facility:

Monday - Wednesday: 9:30 AM – 6:30 PM

Thursday - Sunday: 8:30 AM - 9:00 PM

Fitness centre: 6:30am - 10:00pm

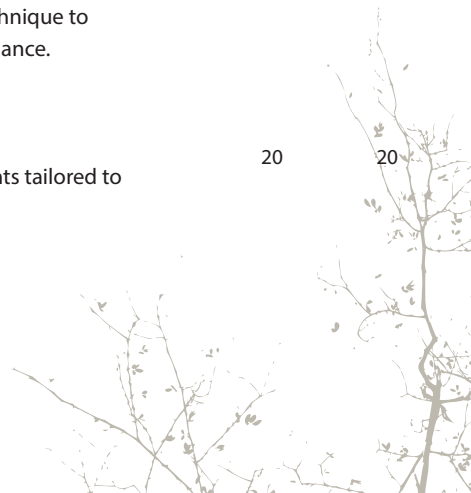
Rates are subject to change. Occasionally, not all services may be available.



# Facial Experiences

All Willow Stream Spa facials include cleansing, toning and exfoliation. Aestheticians also provide personal evaluation to assess and customize your skin care needs.

	Mon - Thur	Fri - Sun, Holidays
<b>VIP O<sub>2</sub></b> <i>Relieve – Biologique Recherche — 60 minutes</i> Oxygenating; using micro-exfoliation and bio-energy massage to balance the epidermis and leave skin glowing.	199	225
<b>Energy Boost</b> <i>Restore – Kerstin Florian — 60 minutes</i> Tailored treatment utilizing skin renewing formulas and a customized mask to transform the skin as it firms, hydrates, refines and tones.	189	215
<b>Brightening</b> <i>Restore — 90 / 60 minutes</i> This highly customized facial is tailored for your need. Results-oriented, anti-aging; targeting hyper-pigmentation, fine lines, uneven texture *Extended service offers an express NuFace technology for an instant contouring and lifting effect, plus take home ampoule.	279 / 199	305 / 225
<b>Custom Glow</b> <i>Results - Biologique Recherche — 90 minutes</i> Manual lift technique with highly customized anti-aging serums and a facial mask reveals visibly restored, smoother and radiant looking skin. Professional skin analysis will determine your best course of treatment.	299	325
<b>Organic Botanicals</b> <i>Relieve – Kerstin Florian — 60 minutes</i> Vital nutrients combined with Sibirian stone Gua Sha technique to nourish, renew, and protect your skin leaving a healthy radiance.	209	235
<b>Treatment Enhancements</b> <i>Ampoule Booster</i> Infuse your facial with highly concentrated active ingredients tailored to your skin type to produce results you can see and feel.	20	20





# Customized Massage Experiences

Mon - Thur  
Fri - Sun,  
Holidays

## Willow Stream Signature

*Restore – DeStress — 90 / 60 minutes*

Swedish style aromatherapy – choice of light to medium pressure massage customized to suit your specific needs and includes therapeutic booties to soothe tired feet. This is a great selection after a stressful day.

269 / 189

295 / 215

## Deep Tissue

*Results - Muscle Recovery — 90 / 60 minutes*

Enhance muscle recovery - strong pressure massage targeted to reduce areas of pain and tension. Deep muscle work, combined with stretching and circulation enhancing strokes help move lactic acid out of the system.

\*A mild soreness may result.

279 / 199

305 / 225

## Therapeutic

*Results - Professional Relief — 90 / 60 minutes*

Registered Massage Therapy - tailored to your specific needs to aid in reducing pain and inflammation. \*Initial treatment will require a short assessment to meet your concerns.

299 / 219

325 / 245

## Ultimate Rose Pregnancy Massage

*Restore - Support — 60 minutes*

Nurture and support with rose essential oil blend and restorative pressure point massage. Enjoy a quiet moment to appreciate the joy of pregnancy.

189

215



# Body Experiences

## Pacific Fusion

*Restore - Balance — 75 / 60 minutes*

Fusion of Eastern and Western healing - pressure points on the head, neck and shoulders, combined with reflex points on the feet are stimulated to balance and calm body and mind. Reduce stress and mental fatigue, while bringing vitality back to the body.

Mon - Thur

Fri - Sun,  
Holidays

239 / 199

265 / 225

## Back Soother

*Results - Muscle Soothing — 60 minutes*

Exfoliate and relieve with natural salts and minerals, using jade heat technology and pressure-point massage to relieve soreness and muscle tension.

199

225

## Neroli Blossom Renewal

*Restore - Tranquility — 60 minutes*

Drift peacefully - dry brush exfoliation, neroli blossom massage, and reflexology treatment with energy balancing ritual. This is the ultimate treatment for hydrating the skin and revitalizing the mind and body.

199

225





# Salon Experiences

Mon - Thur      Fri - Sun,  
Holidays

## Aching Foot Pedicure

*Restore - Stimulating — 75 minutes*

129

155

Alleviate tension while deeply hydrating and nourishing the skin. Lower legs and feet receive an invigorating scrub, followed by a massage using hot stones. Nail trim, buffing and hydrating eco-friendly paraffin treatment is included with optional polish application.

## Tired Hands Manicure

*Restore - Revitalize — 75 minutes*

119

145

Melt tension with specifically blended essential oils to de-stress muscles. Application of hydrating eco-friendly paraffin treatment followed by a hot stone hand and forearm massage. Includes nail trim, buffing, and optional polish.

## Pacific Rim Pedicure

*Restore — 60 minutes*

109

135

Nourishing mineral foot soak, Turkish salt exfoliation, and relaxing massage improves circulation and refreshes the skin. Includes nail trim, buffing, hydrating eco-friendly paraffin treatment and optional polish.

## Pacific Rim Manicure

*Restore — 60 minutes*

99

125

Deluxe treatment incorporates a 20% acid peel complex, mineral hand soak, and Shea butter massage designed to protect the skin against premature aging. Includes nail trim, buffing, hydrating eco-friendly paraffin treatment and optional polish.







Fairmont Pacific Rim

1038 Canada Place  
Vancouver, British Columbia

Canada V6C 0B9

TEL 604 695 5550

TOLL FREE 877 900 5350

FAX 604 695 5301

E-MAIL [VPR.WillowStream@fairmont.com](mailto:VPR.WillowStream@fairmont.com)

**[willowstream.com](http://willowstream.com)**  
**[fairmont.com/pacificrim](http://fairmont.com/pacificrim)**



Fairmont Hotels & Resorts has been a WWF Climate Savers partner since 2009 and has committed to reducing its emissions by 20% below 2006 levels by 2013.

