

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 are required to wear a mask in the spa at all times. Health screening and temperature checks are performed at reception. Masks are required to be worn in treatment rooms, with the exception of facials. 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.

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 worn by all guests and employees 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. Please note proof of vaccination and photo ID are required to enter Willow Stream Spa.

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.

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.

For capacity reasons, guests are welcome to enjoy the Jacuzzi, mineral bath, steam room, infra-red sauna, fitness centre, and indoor lounges one hour post-service. Guests receiving a facial treatment can enjoy the facilities two hours pre-service.

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: 9:30AM - 6:30PM

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

Fitness centre: 24 hours a day / 7 days a week

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



Facial Experiences

VIP O₂

Relieve – Biologique Recherche — 60 minutes

Oxygenating; using micro-exfoliation and bio-energy massage to balance the epidermis and leave skin glowing.

209

235

Energy Boost

Restore – Kerstin Florian — 60 minutes

Tailored treatment utilizing skin renewing formulas and a customized mask to transform the skin as it firms, hydrates, refines and tones.

199

225

Brightening

Restore — 90 / 60 minutes

This highly customized facial is tailored for your needs. Results-oriented, anti-aging; targeting hyper-pigmentation, fine lines, and uneven texture.

289 /
209

315 /
235

Custom Glow

Results - Biologique Recherche — 90 minutes

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.

309

335

Organic Botanicals

Relieve – Kerstin Florian — 60 minutes

Envelop the skin and soul in a self-love and meditative facial treatment. Massage focused, this healing facial combines vital nutrients with a Sibin Bian stone Gua Sha technique to nourish and renew your skin, leaving a feeling of empowerment and vitality

219

245

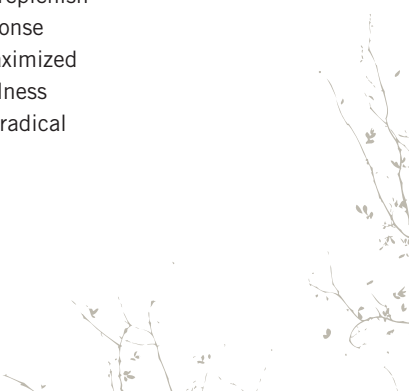
Clarifying Probiotic Facial

Replenish — 90 minutes

Pre and probiotics and essential minerals balance, renew and replenish skin as reparative LED red light therapy prompts collagen response and diminishes the signs of aging. Refining ingredients are maximized using skin infusion technology, restoring the skin's natural wellness and clarity. Designed to heal the skin from breakouts and free radical damage.

299

325



Mon - Thur	Fri - Sun, Holidays
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Lifting

Results – Kerstin Florian K Lift Technology — 60 / 90 minutes

A preventive treatment designed to maintain energy in the facial cells, strengthen muscle tone and delay the aging process using K Lift Micro-Current technology.

**Must be requested at time of booking as additional time is required.*

299 / 219	325 / 245
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Facial Treatment Enhancements

Ampoule Booster

Infuse your facial with highly concentrated active ingredients tailored to your skin type to produce results you can see and feel.

25	25
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Biologique Recherche Skin Instant©

Patented dermo-cosmetic analysis highlights your specific skin condition and recommends the most appropriate treatment protocol, allowing you to see results over time.

49	49
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NuFACE Lift

Get a 5 minute boost with this clinically-tested NuFACE treatment to improve facial contour, skin tone, and wrinkle reduction. **Please request at time of booking.*

40	40
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Customized Massage Experiences

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.

Mon - Thur	Fri - Sun, Holidays
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279 / 199	305 / 225
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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.*

289 / 209	315 / 235
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Therapeutic

Results - Professional Relief — 90 / 75 / 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.*

309 / 269 / 229	335 / 295 / 255
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Mother To Be

Harmony — 60 minutes

Nurture and support with a balancing blend of germanium, lavender and grapefruit that infuses a restorative pressure point massage. Shea butter hydrates areas of focus while a soothing facial massage allows you to enjoy a quiet moment and appreciate the joy of pregnancy.

199	225
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Body Experiences

Pacific Fusion

Restore - Balance — 90 / 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
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289 /	315 /
249 /	275 /
209	235

Back Soother

Results - Muscle Soothing — 90 / 60 minutes

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

289 /	315 /
209	235

Neroli Blossom Renewal

Restore - Tranquility — 90 / 75 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.

289 /	315 /
249	275

Coastal Mountain Retreat

Results - Replenish — 90 minutes

Custom designed products inspired by the West Coast - hydrating body exfoliation, velvety body butter massage and warm wrap during an Ayurvedic inspired scalp massage and reflexology treatment.

289	315
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Salt & Pepper Seaside Scrub

Restore - Detoxify — 60/90 minutes

An exhilarating mineral salt exfoliation is applied followed by a detoxifying Grapefruit & Black Pepper body oil massage. Energize your day by peppering it with vitality. Stimulates circulation, detoxifies the organs and leaves the skin smooth and soft.

269 /	295 /
209	235

Canadian Wilderness Retreat

Restore — 90 minutes

Bring the grounding energy of nature to your mind, body and skin with the essences of our pure Canadian forest blend. The skin is refined with a Canadian hemp and sea salt scrub followed by a tension releasing massage infused with Canadian evergreens. While wrapped, a glacial clay masks the feet to further ground the spirit while restoring the mind with our expert scalp massage.

289	315
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Moroccan Nourishing Hair Therapy Enhancement

Indulge in a scalp massage with application of Moroccan oil and a restorative hydration masque.

25	25
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Couples Massage

Relieve - Calm — 90 / 75/ 60 minutes

Massage for two - ideal for those wishing to reconnect. Side-by-side massages with luxurious essential oils help you unwind and allow the pressures of everyday life to melt away.

Therapeutic

Results - Professional Relief — 90 / 75 / 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.

Willow Stream Signature

Restore – DeStress — 90 / 75 / 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.

Deep Tissue

Results - Muscle Recovery — 90 / 75 / 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.

Harmony for Two

Restore — 2.5 hours

This spa day is dedicated to taking time to spend together with a loved one or friend. Beginning with a Willow Stream Signature Couple's Massage, the day continues with a side-by-side 60 minute Pacific Rim Pedicures and finishes with a nourishing and healthy spa lunch.

Mon - Thur	Fri - Sun, Holidays
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609 /	661 /
529 /	581 /
449	501

549 /	601 /
469 /	521 /
389	441

569 /	621 /
489 /	541 /
409	461

544	648
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Salon Experiences

Mon - Thur	Fri - Sun, Holidays
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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

This deluxe therapeutic pedicure begins with a warm foot soak to relieve tired, achy feet. Skin is exfoliated using a Self heating foot scrub with sea salt, sugar, carrot and sunflower oil, vitamins C&E leaving your feet and legs refreshed, renewed and glowing while the relaxing massage improves circulation. Includes paraffin treatment

Pacific Rim Manicure

Restore — 60 minutes

99

125

This deluxe hand treatment incorporates a unique AHA/BHA complex to exfoliate hands and cuticles ,a nourishing mineral hand soak and relaxing massage with shea butter, jojoba and avocado oils and brightening SPF complex help protect the skin against premature aging. We include a hydrating velvety paraffin treatment



Make-Up

Mon - Thur	Fri - Sun, Holidays
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Bridal Make-up Application

60 minutes

129

155

Using Jane Iredale mineral make up receive a full make-up application on your special day. A make-up expert will have your face looking its best for your walk down the aisle — with no need for touch-ups later on.

Make-up Application

60 / 30 minutes

119 /
59

145 /
85

Revive your look with during a one-on-one session with your very own make-up expert, who will perfectly match your skin tone with a foundation and concealer before moving onto cheeks, eyes and lips.

Make-up Lesson

30 minutes

109

135

Your personal Jane Iredale make-up expert will provide you with a suggested make-up regimen, and teach you how best to apply it.

Fairmont Pacific Rim

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