

# WILLOW STREAM

A FAIRMONT SPA



# Treatment Brochure

FAIRMONT PACIFIC RIM



## *Our Story 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.

A sanctuary of well-being that embodies the natural surroundings Vancouver has to offer, to participate in nature's gifts and ensures an experience unlike any other. Find your energy here.

## *Our Name*

Willow Stream Spas are acclaimed around the world for our focus on finding innovative ways to help you discover your 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. What is similar however, is our ability to deliver an outstanding experience for each guest led by the skilled hands of our spa professionals. Simply being here relaxes you and allows you to experience a greater connection to themselves - body, mind and spirit.

Our name expresses how we look to nature for inspiration, energy, and balance.

**Willow:** The willow tree is one of the strongest trees; deeply rooted (authentic as well as connected to the earth); a strong core and, flexible branches. It gains its strength from flexibility.

**Stream:** A stream represents our energizing journey through life – bending and changing in a peaceful, purposeful manner as it finds its way around obstacles. It represents being in the flow of life.

## *Our Products*

Each brand selected demands quality and results-driven treatments, which are personalized to suit the needs of each of our guests. With luxury in mind, training is continual for our provider team. We combine the latest in technology and natural ingredients to deliver efficacy. Environmental sustainability is considered whenever and wherever possible, which reflects our social responsibility.

### **Kerstin Florian**

#### LUXURY, NATURAL SKIN CARE

Inspired by nature, its energy and its intrinsic connection to wellness. Nature is blended into innovative products and experiential results driven treatments lead to the four cornerstones embraced in a holistic approach to skincare: Proper Nutrition – Regular Exercise – Peace of Mind – Care of the Face & Body.

### **Biologique Recherche**

#### AUTHENTIC, CUSTOMIZED SKIN CARE

The brand that does away with outdated and artificial standards of skin categorization, and instead offers products and an approach that produce immediate, visible and long-lasting results. Biologique Recherche focuses on reconditioning the epidermis with its proprietary treatments and expertly formulated products to build better skin.

### **Beauty Through Balance**

#### THERAPEUTIC, HOLISTIC PRODUCTS

Embracing the infinite healing power of nature and creating innovative formulas inspired by ancient healing practices from around the world. Beauty Through Balance creates products inspired by the restorative benefits of the local ocean and forests, with a focus on sourcing local, ethical and sustainable ingredients. The skin and senses will tune to the frequency & vibrations that nature has to offer, allowing one's own natural beauty to shine through.

## *Selecting Your Treatment*

We have created a simple system to help guide you to selecting an experience that creates the optimum benefit for you. We want you to say “that’s just what I needed” after every treatment you experience. Each treatment has been categorized with relieve, restore or results. In addition, beside these indicators, the benefit of each treatment is briefly described to help you decide and achieve the wealth of health.

**RELIEVE** treatments are simple relief from everyday pressures. They are a great pick me-up and help with relaxation, calming or maybe even skin rehydration.

**RESTORE** treatments are more focused on recovery from things like stress, travel, over indulgence or hectic lifestyles. They are rebalancing in nature and some even provide the opportunity to have more radiant skin.

**RESULT** experiences are more active and help with things like detoxification, deep tension release or anti-aging. They are therapeutic and some are assisted with technology.

### **SPA RITUAL**

The Willow Stream Spa Ritual is a series of wellness therapies including steam inhalation room, Finnish style sauna, soothing mineral bath and quiet relaxation. This experience is recommended prior to any spa treatment to prepare the body for total relaxation and nourishment. The Spa Ritual is complimentary with every spa experience.

For maximum benefit, we suggest:

- 5 minutes in the Swedish style sauna
- 5 minutes in the steam inhalation room
- 10 minutes in the mineral bath
- 10 minutes rest in our soothing lounge





# Signature Body Experiences

These experiences are designed to connect body and spirit in keeping in harmony with nature's essential elements: earth, air, fire and water. Proper balance of these elements in nature and ourselves creates our energy. At Willow Stream, we have created experiences that help us connect with our energy, inspired by the combination of natural ingredients and professional technique. These experiences are developed to represent each of these elements and the fundamentals of Willow Stream.

	Mon - Thur	Fri - Sun, Holidays
<b>WATER</b>		
Coastal Mountain Cleanse	449	479
<i>Results — Moor Spa — 120 minutes</i>		
This detoxifying wrap harnesses the rhythm of the ocean to deeply soothe and nourish. Your body is flushed with a dry brush exfoliation before being wrapped in a nourishing blue green algae mask. A restorative steam treatment followed by a gentle, purifying massage will leave you with a feeling of clarity. A facial mask treatment completes this head to toe.		
<b>EARTH</b>		
Canadian Wilderness Retreat	319	349
<i>Restore — Beauty Through Balance — 90 minutes</i>		
Inspired by the practice of forest bathing. Bring the grounding energy of nature to your mind, body and skin with the essences of our Pure Canadian Forest blend derived from the forests of British Columbia. 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.		
<b>FIRE</b>		
Spirit of the Pacific	309	339
<i>Relieve — Beauty Through Balance — 90 minutes</i>		
Ignite the fire within using essences of green tea and clove to warm the body while massage techniques are used to melt tension areas. Heated Pink Himalayan salt stones are placed to balance the body's energetic field. Stress melts away with a heated oil scalp treatment finish.		
<b>AIR</b>		
Neroli Blossom Renewal	309	339
<i>Restore — Kerstin Florian — 90 minutes</i>		
Breathe in the aromas of the bitter orange blossom in this deeply relaxing yet uplifting experience featuring a lymphatic dry brush technique followed by a nurturing massage. A wrap concludes this meditative treatment with a foot massage and energy balancing ritual.		

# Facial Experiences

Mon - Thur

Fri - Sun,  
Holidays

## KERSTIN FLORIAN

Skin Essentials

234

264

Relieve — 60 minutes

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

Brightening

324 /

354 /

Results — 90 / 60 minutes

244

274

Results oriented, targeting hyper-pigmentation, fine lines, and uneven texture. A powerful blend of skin illuminating botanicals offer immediate improvement in your texture, tone and luminosity.

\*Extended service offers a take home ampoule and foot massage.

## BIOLOGIQUE RECHERCHE

Custom Glow

344

374

Results — 90 minutes

Manual lift technique with highly customized anti-aging serums and a facial mask reveals visibly restored, smoother and radiant looking skin. A professional skin analysis will determine your best course of treatment, immersing cool therapy throughout.

VIP 02

244

274

Restore — 60 minutes

Oxygenating while using micro-exfoliation and bio-energy massage to balance the epidermis and remove pollutants from your skin. Cryotherapy is used throughout to heighten radiance and detoxification.



# Technologies

Mon - Thur      Fri - Sun,  
Holidays

LED Light Facial	324 /	354 /
<i>Restore — Kerstin Florian — 90 / 60 minutes</i>	244	274

Celluma LED light wavelengths to treat the signs of aging, enhance skin repair and boost cellular energy in the skin. Natural formulas complement a nourishing facial cleanse and exfoliation. Finishing products leave your skin glowing. 90 minute option includes facial massage and customized mask.

Lifting Facial	334	364
<i>Results — Kerstin Florian — 90 minutes</i>		

Combining three non invasive technologies, a preventive treatment designed to increase energy in your facial cells, strengthen muscle tone and delay the aging process using micro current, kinetic and light technology. Series of 6 recommended for ultimate results.

Skin Instant	79	79
<i>Results — Biologique Recherche</i>		

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

*\*Add on to any Biologique Recherche facial.*

## FACIAL ENHANCEMENTS

*\*Please request at time of booking*

<i>Ampoule Booster — Kerstin Florian</i>	29	29
Infuse your facial with highly concentrated active ingredients tailored to your skin type to produce results you can see and feel.		

<i>Nourishing Hair and Scalp Treatment</i>	29	29
Indulge in a nourishing oil scalp treatment while ends are nourished with strengthening hair mask. Products will be left in your hair.		

<i>Gua Sha</i>	19	19
Sibin Bian stone is used to heal the face with a light, lymphatic draining technique.		

<i>NuFace - 15 minutes from \$49</i>		
Advanced micro current technology to help firm and tone the skin while smoothing the appearance of fine lines and wrinkles in your requested focus areas. Add on only to any facial.		

# Signature Couple's Treatment

Mon - Thur	Fri - Sun, Holidays
1200	1260

Rainforest Ritual  
120 minutes

A journey through the elements. Be immersed in the air element with scents of our local temperate rainforest using notes of cedar, fir and pine. A cleansing by the water element includes a replenishing pacific sea salt scrub followed by a detoxifying bath soak in our Japanese style ofuro tub. Fire will warm your souls with heated Canadian Wilderness Oil to massage the body, using hot basalt stones on the back and feet. Let Earth ground you into the present moment, removing impurities with a glacial clay mask for face and feet. The ethereal element represents the connection created by sharing this journey together. Complete your experience with an included luxurious healthy lunch, and toast to the rainforest with a complimentary glass of Moët each.

*\*To book this package, please contact our spa reception via email or phone.*

## MASSAGE ENHANCEMENTS

*Please request at the time of booking. Not available for Therapeutic Massage. \*Note these do not add additional treatment time.*

<i>Nourishing Hair and Scalp Treatment</i>	29	29
Add on to any treatment. Using the enriching powers of Moringa Seed and Avocado Oil, this treatment intensely moisturizes and strengthens the hair follicle while our heated green tea oil treatment re-nourishes the scalp.		
<i>Dry Brush Add-On</i>	39	39
Add on to any massage treatment. A full body dry brush encourages the lymphatic and circulatory systems to flush and detox, while refining the skin's texture.		
<i>Hot Stone Add-On</i>	29	29
Add on to any massage treatment to warm the back and an area of your choosing – grounding the body while releasing tension.		
<i>Shea Butter Add-On</i>	29	29
Enhance your massage with a scented or unscented shea butter upgrade to leave your skin feeling deeply hydrated and nourished.		

# Customized Massage Experiences

Upgrade any massage service for you and a loved one to experience side by side in one of our luxury spa suites.

	Mon - Thur	Fri - Sun, Holidays
<b>Willow Stream Signature</b>		
<i>Relieve — 90 / 60 minutes</i>	309 / 219	339 / 249
Swedish style aromatherapy – choice of light to medium pressure massage that takes you on a journey through the west coast woods with aromas bergamot, cypress and cedar with our in house blended body oil. Intuitive breath work begins this treatment, using aromatherapy blends to achieve your sensorial goals.		
<b>Stress Relief</b>		
<i>Results — 90 / 60 minutes</i>	319 / 229	349 / 259
Medium to firm pressure massage targeted to reduce areas of pain and tension. Muscle work combined with stretching and circulation enhancing strokes help move lactic acid out of the system. Customized to focus on areas of your body that are in need. <i>*A mild soreness may result.</i>		
<b>Mother To Be Harmony</b>		
<i>Restore — 60 minutes</i>	219	249
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.		
<b>Therapeutic</b>		
<i>Results — Registered Massage Therapy — 90 / 60 minutes</i>	324 / 239	354 / 269
Tailored to your specific needs and desired areas of focus using genuine technique. *Initial treatment will require a short assessment to meet your concerns.		
<b>Therapeutic Maternity</b>		
<i>Relieve — Registered Massage Therapy — 90 / 60 minutes</i>	324 / 239	354 / 269
Nurturing massage focusing on the tailored needs of the mother-to-be to. Techniques provide essential relaxation and comfort while reducing stress and balancing the body.		

Sole Revival

*Restore — 60 minutes*

Soothe your soles with an intuitive aromatherapy foot treatment. Begin with a detoxifying foot soak and scrub followed by a grounding foot mask and heated booties. A rejuvenating massage focuses on tension points in the arms, hands, lower legs and feet. Hot stones take the leg and foot massage to another level of pampering

Mon - Thur	Fri - Sun, Holidays
199	229

Mountain Stone Massage

*Restore — 90 minutes*

Using the elements earth and fire, this massage combines heated basalt river stones and aromas of frankincense, ginger and Palo Santo to relieve deep tension and soothe tight muscles while warming the body.

329	359
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# Spa Packages

Mon - Thur	Fri - Sun, Holidays
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## Custom Indulgence

2.5 hours

The ultimate day of tranquility. Your choice of any of our 90 minute Body Experience. Followed by the 60 minute Skin Essentials facial. Finishes with a healthy lunch. Complimentary valet parking included.

*\*To book this package, please contact our spa reception via email or phone.*

579	629
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## Together in Tranquility

1.5 hours

A pampering spa package dedicated to spending time with a loved one. Each receive a 90 minute body experience using minerals blended with eucalyptus to fully exfoliate the body, following with a detoxifying Grapefruit and Black Pepper body oil massage to uplift the senses. Your skin is left smooth and tension melts away. Finish with a nourishing oil scalp treatment while ends are nourished with strengthening hair mask. Products will be left in you hair. Enjoy a healthy lunch for two. Complimentary valet parking included.

*\*To book this package, please contact our spa reception via email or phone.*

649	694
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# Wellness Evolved

	Mon - Thur	Fri - Sun, Holidays
Reiki <i>90 / 60 minutes</i>	289 / 209	319 / 239
Combining aromatherapy, meditation and the channeling of healing energy. You will leave feeling a balanced state of mind and body, deep relaxation, and an enhancement of energy pathways. *Does not include hands on massage.		
Craniosacral <i>90 / 60 minutes</i>	289 / 209	319 / 239
Very light touch is used to listen to the rhythms of the energy, fluid and tissues of the body. The body is able to achieve deeper levels of relief in the nervous system. A healing experience for the body, mind and soul.		
Reflexology <i>60 minutes</i>	229	259
Relieve - Promote health and vitality to your organs through energetic pathways from your feet. A purifying foot soak and scrub will begin this journey, followed by a massage of the reflex points in feet and hands, leaving you feel grounded and balanced.		



# *The Details*

To keep the spa peaceful and protect the privacy of all guests, cell phones and other electronic devices are not permitted in the spa. If you need to receive messages during your time with us, please let our spa staff know, and we will be happy to assist you.

Willow Stream is an adult sanctuary for guests 18 years and older.

## *Spa Arrival and Etiquette*

With your relaxation in mind, we recommend arriving 30 minutes before your scheduled treatments. 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. 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, dry cedar sauna, fitness centre, and indoor lounges for two hours on the day of the service. Guests receiving a facial treatment can enjoy the facilities two hours prior to service.

## *Spa Access*

Spa access is available for 3 hours for hotel guests at \$54.00, and local guests at \$89.00 (morning) and \$99.00 (afternoon/evening), and can be booked [here](#). Spa access is subject to availability. Please take note of our health measures, cancellation policy, and facility access instructions which apply both for services and spa access.

## *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 wherever possible. Willow Stream Spa and Fairmont Pacific Rim are not responsible for lost or stolen articles.

## *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 upon receipt of your confirmation email, so your spa professional can better customize your experience to meet your needs.

### Billing

All payments will be collected via credit, debit or gift cards upon check out. Taxes will be added to all spa services and packages.

### Service Charge

Excellent service is guaranteed. A service charge of 18% is added for your convenience for every service, received entirely by your provider. If you wish to provide an additional tip to the staff members who served you during your visit, please feel free to do so.

### 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.

### Hours of Operation

Spa facility: Daily: 8:00AM - 10:00PM

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

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



**Fairmont Pacific Rim**

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