



Lake Austin
SPA RESORT



MAKING
THE MOST OF
YOUR STAY



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Lake Austin Spa Resort is committed to encouraging, preserving and promoting ecological consciousness. We are a charter member of the "Green" Hotels Association and a Certified Habitat with the National Wildlife Federation. Please recycle.

Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8:00 – 8:50							
9:00 – 9:50							
10:00 – 10:50							
11:00 – 11:50							
Noon							
1:00 – 1:50							
2:00 – 2:50							
3:00 – 3:50							
4:00 – 4:50							
5:00 – 5:50							
Evening							

Please visit our website at lakeaustin.com for current and upcoming schedules or call the Activities Desk at 1-800-847-5637. Schedules are subject to change. The Training Room is open daily from 6 a.m. – 11 p.m. Equipment in the Training Room may be reserved at certain times because of scheduled fitness classes. Please check the Activities Desk for the current schedule.

PERSONAL INSTRUCTION/CONSULTATION OPTIONS

Our certified fitness professionals offer personalized instruction, guidance and encouragement in a range of activities that will help you achieve your goals. These private sessions are offered in addition to the daily group classes that are included in every overnight package.

Please refer to the Personal Instruction brochure or lakeaustin.com for service listings and prices. To schedule a personal instruction session or to ask questions, please call our Activities Concierge Desk at 512-372-7274. Availability is limited, so we encourage you to schedule your sessions two weeks prior to your visit.

If your package includes a spa and fitness allowance, please feel free to use it toward the personal instruction options.



AIRPORT TRANSPORTATION OPTIONS

Luxury Vehicle Service*

Guests will be greeted at baggage claim by the driver, assisted with luggage and escorted to the car. Rates start at \$75 plus gratuity and vary by number of passengers and vehicle type; please call your Reservations Specialist or contact Lone Star Limousine directly at 512-291-1222 for more information. Major credit cards and cash are accepted. Reservations are required.

Taxi Service*

Available on the ground floor, near the baggage claim exits. Fares start at \$85. Gratuity not included.

SuperShuttle*

SuperShuttle runs airport shuttle services in many major cities.

The shuttle may stop for other riders prior to arriving at Lake Austin Spa Resort, so the trip may take up to two hours.

SuperShuttle is located on the ground floor, exit baggage claim area #1. The shuttles are blue vans with yellow writing. Rates are \$52 and \$6 additional for each individual up to seven.

SuperShuttle accepts all major credit cards. For reservations or to confirm pricing, call 1-800-258-3826.

*Rates are subject to change without notice.

FREQUENTLY ASKED QUESTIONS

What should I bring?

This Guide – It contains a great deal of information you may need to reference during your stay.

Workout Clothing and Shoes – We offer a variety of movement options throughout the day, so you will need comfortable clothes and shoes.

Bathing Suit and Cover Up – Our three swimming pools are great for swimming laps, aerobic workouts and relaxing.

A Hat – Protect your skin and your hair while poolside or enjoying outdoor activities. Sunscreen is available poolside.

A Good Book – Current magazines and daily newspapers are available, but you might want to bring a copy of that book you have wanted to read for months but just can't seem to get to.



What should I leave at home?

Lake Austin Spa Resort is well known for its relaxed atmosphere. This environment eliminates the need for items you might otherwise feel you need such as dress clothes or jewelry.

We suggest that you pack lightly. Many of our guests tell us they brought more clothes than they needed. Complimentary laundry facilities are available for your convenience.

We also hope you will enjoy our exclusively designed Lavender Bath and Body products. Each room is supplied with complimentary amenities, including shampoo, conditioner, bath gel, soap, bath salts and lotion.

A hair dryer, alarm clock, umbrella and robe are also in your room for your convenience. Lake Austin Spa Resort provides complimentary spa sandals for your comfort during your visit, and they are yours to take home at the end of your stay.

What are the check-in and check-out times?

Check-in time is 4 p.m. Your room will be ready for you by 4 p.m. If you would like to arrive early and begin participating in activities, you are welcome to do so. We will store your bags at Guest Services while you enjoy the activities. Shower and bathroom facilities are available for you during this time until your room is ready.

Check-out time is noon. We invite you to enjoy lunch prior to your departure. We will store your bags at Guest Services or assist you in loading them in your car prior to lunch. Box lunches are available if you are unable to join us in the dining room. Please return room keys to Guest Services no later than noon. There is no refund for early departure.

Are there computers for guests' use?

A computer in the boutique is available from 8:30 a.m. to 7:30 p.m. to guests to check email, print boarding passes, etc. In addition, all rooms are equipped with a high speed wireless Internet connection.

What should I know about service charges?

Package rates are subject to a 20% service charge and applicable taxes of 6%. A 20% service charge will be added to all à la carte personal services. Service charge covers many aspects of your visit including gratuities for personal services.

Payment Information:

At or within 14 days prior to your arrival date we will charge the provided credit card for the remaining balance. This full payment includes full package rate, service charge and taxes. Package rates are subject to a 20% Service Charge and applicable taxes of 6%.

All purchases and services at Lake Austin Spa Resort can be charged directly to your room. Additional purchases such as boutique merchandise, additional spa services, personal instruction sessions, spa products, beer or wine and telephone calls will be itemized for your review upon check-out. We honor Visa, MasterCard, American Express, Discover and Diner's Club credit cards. Personal checks and cash are also accepted in U.S. dollars.

Can I bring my cell phone?

In order to maintain a relaxing environment for all of our guests, please restrict cell phone use to the privacy of a guest room.

Is alcohol provided at Lake Austin Spa Resort?

Lake Austin Spa Resort serves fine wines and beer. Our culinary team has selected a variety of wines and beer that will create an added dimension to our award-winning spa cuisine. Guests cannot, by law, bring their own alcoholic beverages into our dining facilities and public areas.

Can I bring my dog?

We realize in many cases your dog is part of your family. In an effort to allow guests to bring their pets, yet not infringe on the guests who are not as pet-friendly, we have established a pet care policy. A \$300 pet guest fee and garden cottage accommodations are required. Cats are not permitted. Please contact our Reservations department at 1-800-847-5637 for more information prior to arrival.





What are the telephone, fax and mailing address of the resort?

Lake Austin Spa Resort Main phone: 512-372-7300
1705 South Quinlan Park Rd. Guest and main fax:
Austin, TX 78732 512-266-1572

What is the smoking policy?

In the interest of health and well-being, Lake Austin Spa Resort is a non-smoking facility. Smoking is prohibited inside all interior public spaces on the property, including all buildings, guest rooms, and in or around the pool area. Smoking is permitted in outdoor, non-public areas only. Any evidence of smoking in guest accommodations will result in a \$1,000 fee to deodorize the Lady Bird Suite and \$500 fee for all other guest room types.

Is Lake Austin Spa Resort handicap accessible?

Lake Austin Spa Resort is situated in the Texas Hill Country. The property is a non-contiguous, multi-level design with stairs, ramps and low-grade inclines in select areas. If you have special mobility requirements, please contact us prior to your arrival so that we may address your needs to help make your stay as comfortable as possible.

TREATMENT SELECTION AND APPOINTMENT ORDER

To assist you with appointment scheduling, our Spa Director provides the following guidelines and suggestions to enhance your spa experience.

- Consider scheduling treatments in the evening so that you may enjoy the many activities offered throughout the day.
- Do not schedule services the day you arrive unless you are in control of your travel plans. Plane delays and traffic can result in missed appointments, increasing your travel stress.
- Try to book your services in the most beneficial order—for example, an exfoliating scrub before a hydrating wrap. And, of course, your spa coordinator will answer any questions you may have.

With more than 100 rejuvenating treatments and services to choose from, you can choose the spa experience perfectly tailored to your needs. If you want...

...smoother, brighter skin, look for a treatment with an exfoliating component. Scrubs will slough off dead skin cells, leaving your skin soft, supple and ready to absorb nutrients from other services. The LakeHouse Lavender offers a relaxing experience while the Coffee Scrub and Massage will invigorate you.

...to loosen tight muscles, opt for a treatment that utilizes heat to draw tension from the muscles, such as the Muscle Tension Melt or the LakeHouse River Rock Massage.

...to feel relaxed and renewed, our massages will make you say ahhh! Lavender in particular is known for its soothing properties—try the Texas Starry Night!

...to balance your mind, body and spirit, select a treatment that draws on ancient techniques, like Ayurvedic healing principles (Star of India) or East Asian therapies (Calming Cupping, Acupuncture).

...to keep a youthful appearance, we offer anti-aging treatments for the face and body. These rejuvenating treatments combine powerful antioxidants with deeply hydrating masks and lotions. Receive a Radiant Results Facial or reclaim your sparkle with the Platinum Lift Facial.

...to get everything in one treatment, our signature treatments like the Gifts of our Garden and Tour of Texas offer varying combinations of scrubs, wraps, baths and massages. No matter which one you indulge in, you'll leave with glowing skin and a rejuvenated spirit!

HELPFUL SPA TIPS

Is it possible to request a male or female service provider?

To make your spa visit more comfortable, the Lake Austin Spa Resort will fulfill a therapist gender request whenever possible. If you have a male or female preference, we suggest that the request be made at the time of booking your spa reservation. You may always contact a Spa Reservations Specialist at 512-372-7380 to specify your therapist preference.

What should I wear under my robe?

Please dress to your comfort level; undergarments under bathrobes are optional. All of our licensed therapists utilize proper draping techniques to accommodate your needs. Jewelry should be removed prior to spa services and left in your guest room safe.

What should I know about the steam room, sauna and hot tub?

The LakeHouse Spa offers separate locker rooms for men and women, each with a hot tub, sauna, steam room and showers. Spending time in any of these wet areas is great for relaxing before or after a treatment.

Can I wear make-up after a facial?

Wearing make-up after a facial shouldn't cause any problems. Depending on the type of facial you are receiving, consult with your esthetician about any post-facial precautions.

Is it OK to go in the sun after a facial?

Always consult with your esthetician after a facial treatment about any post-facial precautions—the skin is delicate after extractions and exfoliations and it is wise to limit sun exposure for at least a few hours after a facial.

Should I shave before a salt scrub?

Shaving exposes new skin and can leave the skin feeling sensitive. The salt used in a salt scrub may cause skin irritation so it is recommended that you refrain from shaving within 24 hours of a salt scrub treatment.

Can I enjoy the steam room prior to a waxing service?

We do not recommend enjoying the steam room prior to waxing services. The steam room opens skin pores, which may cause sensitivity or irritation to waxing.

Is it really important to drink a lot of water after a treatment?

Yes, it is important to stay well-hydrated before and especially after a spa treatment. Most treatments trigger improved circulation and stimulate waste removal from the body. Water can aid in this process and will help alleviate any inflammation, especially after massage therapies. Water will also help restore your energy after spa treatments.

What should I discuss with my therapist before a treatment?

When you arrive at Lake Austin Spa Resort, before any treatments, you will be asked to complete a Health Profile. This is a standard form and is designed to get an understanding of any medical conditions, injuries, skin conditions, mobility limitations, etc. that might need to be taken into consideration for a treatment. Complete and thorough responses are appreciated as this allows us to provide you with the best level of service to meet your needs.

Please be sure to inform your therapist of any inflamed joints or muscles. These should be avoided during massage. Also, please inform your therapist of any discomfort or concerns during your treatment.

We recommend that you receive only one heat treatment per day. Pregnant women and individuals with heart conditions or varicose veins should avoid all heat treatments and limit use of the steam room, sauna and hot tub. Following any of our heat treatments, it is important that you rest and avoid rigorous activity for at least one hour.

For specific concerns or limitations, we recommend that you consult your physician prior to booking appointments and always follow his or her direction.

RESORT SERVICES

Activities

In addition to the schedule you'll receive upon check-in, the current activities schedule is posted at the Activities Concierge Desk located in the main building and in the TreeHouse hallway.

Afternoon Hors d'oeuvres

We invite you to join us in the Living Room each afternoon at 3 p.m. for complimentary hors d'oeuvres.

Beverage Bar

The beverage bar in our dining room is open 6 a.m. to 9 p.m. Guests may help themselves to coffees, herbal teas (decaffeinated and regular), water and a variety of fresh fruits. Frozen yogurt is available from 11 a.m. to 9 p.m.

Guest Services

The Guest Services Desk is staffed 24 hours a day to assist and serve you.

Books and Board Games

A variety of books are available from our lending libraries located in the Living Room, Garden Library and TreeHouse LakeRoom. Board games, puzzles and cards are located for your enjoyment in the Living Room, across from Guest Services.

Boutiques

We offer a variety of active wear, comfort wear, swimwear, bath and body products, books and gift items. The resort boutique is open daily at 8:30 a.m. and is located in the main building. The spa boutique opens daily at 9 a.m.

Dining Room

Breakfast is served 7 a.m. to 10 a.m. Lunch is served 11 a.m. to 2 p.m. Dinner is served 6 p.m. to 9 p.m. We encourage those traveling alone to meet new friends at our "Friendship Table." The Aster Café at the LakeHouse Spa is open daily from 11 a.m. to 6 p.m.

Guest Directory

A directory of resort information is located on the desk in each guest room. The directory includes hours, spa services menu, room service menu, television channel lineup, safety information and guest postcards.

LakeHouse Spa Hours

Appointments may be scheduled in person at the LakeHouse Spa or by calling spa reservations between 9 a.m. and 9 p.m. daily when you are on property. If you are calling to preschedule spa services, our reservations department is open from 8 a.m. to 7 p.m. Monday – Friday and 9 a.m. to 5 p.m. on Saturday and Sunday. A 12-hour cancellation or change notice is required for all appointments to avoid being charged. Appointments cancelled 12 hours or less prior to treatment and no-shows will be charged in full. We recommend that you check in for your appointment 10 minutes early; if you would like to enjoy the wet facilities first, we recommend 30 – 45 minutes.

Laundry Facilities

A 24-hour complimentary laundry room is located adjacent to Room 27. Detergent is provided. If you prefer, housekeeping will launder your clothing.

Mail, Packages and Facsimiles

Incoming and outgoing mail is coordinated through Guest Services. Stamps and stationery are also available. Faxes may be sent and received from Guest Services.

Medical Services

In case of illness or injury, contact Guest Services to arrange for medical services. Basic health-related supplies are available for purchase in the boutique. First aid supplies are available at the Activities Concierge Desk and Guest Services.

Monarch Club

Named in honor of the beautiful butterflies that return to Lake Austin each year, the Monarch Club is our way to show appreciation to our return guests. By joining, you will enjoy exclusive membership benefits, such as credits toward future stays.

Movies

A selection of current and popular titles are available from Guest Services for complimentary check-out. Please check upon arrival for available options.

Reservations

To change your reservation or extend your stay, contact one of our Reservation Specialists, Monday – Friday from 8 a.m. to 9 p.m. and Saturday and Sunday from 10 a.m. to 6 p.m. at 1-800-847-5637. There is no refund for early departure.

Resort Tour

A resort tour and orientation are available each evening at 5 p.m., originating from the Living Room.

Robes

Lake Austin Spa Resort robes are provided for your enjoyment. Plus-size robes are available upon request.

Room Amenities

Each room comes equipped with a refrigerator and safe. A Keurig® is available upon request.

Room Service

Room service is available from 7 a.m. to 9 p.m. daily.

Sauna, Steam, Whirlpool

Wet facilities are available in the LakeHouse Spa from 8:30 a.m. to 10 p.m. There are separate facilities for men and women.

Television

All guest rooms feature flat-panel LCD televisions with high-definition cable programming. A listing of local and cable stations is located in the Guest Directory in your room.

Toiletries

Basic toiletries may be purchased in the boutique. Toothbrushes are available complimentary from Guest Services.

Training Room

The training room is available for your use from 6 a.m. to 11 p.m. daily. A fitness professional is available from 7:30 a.m. to 6 p.m. to answer any questions you may have at the Activities Concierge Desk. Equipment in the Training Room may be reserved at certain times for scheduled fitness classes. Please contact an Activities Concierge for details and the current schedule.

Turndown Service

Turndown service begins at 5:30 p.m. daily. Ice and bottled water will be provided in your room during turndown service.

DIRECTIONS TO LAKE AUSTIN SPA RESORT

From Austin-Bergstrom International Airport
(Approximately 1 hour)

Turn left onto Highway 71 West from Austin-Bergstrom International Airport. After passing under IH-35, Highway 71 becomes Ben White Blvd., then Highway 360 North (also known as Capital of Texas Highway). Continue on Highway 360 for approximately 8 miles, over the Lake Austin expansion bridge and through the first traffic light, which is Courtyard Drive. Immediately after Courtyard Drive, exit Ranch Road 2222 West (also known as Bull Creek Rd.) and turn left on RR 2222. Travel 5.3 miles on RR 2222 West to RR 620 South. Turn left on RR 620 and travel 2 miles to the second traffic light, which is Quinlan Park Road. Turn left on Quinlan Park Road and travel approximately 6 miles to the lake. Our entrance gate is on your left inside the park. Press the intercom at the gate to notify Guest Services of your arrival.

From Dallas IH-35 to Toll Road 45 West to Austin
(Approximately 3.5 to 4 hours from downtown)

Take IH-35 South to Toll Road 45 West. You will see a sign for Ranch Road 620 just past the Mopac exit—DO NOT TAKE THIS EXIT. STAY ON Toll Road 45 West and get in the left lane—this will take you to the end of Toll Road 45 and essentially become RR 620 South. Continue on RR 620 South and you will go through the RR 2222 (also known as Bull Creek Road) intersection. There is a Walgreens on the left at the intersection of RR 620 and RR 2222. After passing through the intersection of RR 620 and RR 2222, travel 2 miles to the second traffic light, which is Quinlan Park Road. Turn left onto Quinlan Park Road and travel approximately 6 miles to the lake. Our entrance gate is on your left inside the park. Press the intercom at the gate to notify Guest Services of your arrival.

From Houston I-10 to Austin
(Approximately 3.5 hours from downtown)

Take Interstate 10 West to Columbus, Texas. In Columbus, exit Highway 71 West (La Grange/Austin) and follow it into Austin. After passing under IH-35, Highway 71 West becomes Ben White Blvd., then exit right on Highway 360 (Capital of Texas Highway). Continue on Highway 360 for approximately 8 miles, over the Lake Austin expansion bridge and through the first traffic light, which is Courtyard Drive. Immediately after the light at Courtyard Drive, exit RR 2222 and turn left onto RR 2222 West (also known as Bull Creek Rd). Travel 5.3 miles on RR 2222 West to Ranch Road 620. Turn left on RR 620 South and travel 2 miles to the second traffic light, which is Quinlan Park Road. Turn left on Quinlan Park Road and travel approximately 6 miles to the lake. Our entrance gate is on your left inside the park. Press the intercom at the gate to notify Guest Services of your arrival.



From Houston Hwy. 290 to Austin
(Approximately 4 hours from downtown)

Take Highway 290 West from Houston until you reach Austin. After passing under IH-35, Highway 290 becomes Ranch Road 2222 West (also known as Koenig Lane). Continue on RR 2222 West for 11 miles. (You will cross Lamar Blvd., Burnet Rd., Mopac-Loop 1 and Highway 360.) Turn left onto RR 620 South and travel 2 miles to the second traffic light, which is Quinlan Park Road. Turn left on Quinlan Park Road and travel approximately 6 miles to the lake. Our entrance gate is on your left inside the park. Press the intercom at the gate to notify Guest Services of your arrival.

From San Antonio IH-35 to Austin
(Approximately 2 hours from downtown)

Take IH-35 North to Austin. Exit Ben White Blvd./Highway 71 West and turn left onto Ben White Blvd. Ben White Blvd. becomes Highway 290, then Highway 360 (also called Capital of Texas Highway). Continue on Highway 360 for approximately 8 miles, over the Lake Austin expansion bridge and through the first traffic light, which is Courtyard Drive. Immediately after the light at Courtyard Drive, exit RR 2222 (also known as Bull Creek Rd.) and turn left onto RR 2222 West. Travel 5.3 miles on RR 2222 West to RR 620. Turn left onto RR 620 South and travel 2 miles to the second traffic light, which is Quinlan Park Road. Turn left on Quinlan Park Road and travel approximately 6 miles to the lake. Our entrance gate is on your left inside the park. Press the intercom at the gate to notify Guest Services of your arrival.

From San Antonio Hwy 290 to Austin
(Approximately 2 hours from San Antonio)

Take 281 North to 290 E. Turn right on 290 and proceed nearly 19 miles toward Dripping Springs. In Dripping Springs, turn left on RR12 and go approximately 7 miles to 3238. Take a right onto 3238. Go nearly 7 miles on 3238 and turn right onto Highway 71. Go approximately one mile and take a left onto 620. Go approximately 10 miles on 620 and take a right at Quinlan Park Road and travel approximately 6 miles to the lake. Our entrance gate is on your left inside the park. Press the intercom at the gate to notify Guest Services of your arrival.





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Massage Establishment #ME3302