



WILLOW STREAM
A FAIRMONT SPA

EXPERIENCE MENU
Fairmont Mayakoba





Willow Stream Spa

At Fairmont Mayakoba

Located in the heart of a tropical jungle, surrounded by natural lagoons, lies a fantastic backdrop for a mystical spa journey reminiscent of the textures, colors, and scents of the ancient Mayan culture. There are places to rest and reflect, close to the elements the Mayans used thousands of years ago to raise their monuments and temples. They used Conchuela, a fossil stone, Sascab as their mortar, and the magnificent wood of the Zapote tree. You'll find the same elements incorporated throughout the spa.

The forest provides private canopies for the treatment rooms, overlooking the treetops of the mangrove forest. The romantic spa suite is a breathtaking opportunity to spend time with your loved one with side-by-side treatments. The men's and ladies' locker areas feature beautiful Mexican gardens with outdoor Swiss showers and whirlpools. On the rooftop, ease your muscles with the healing waters of the signature vitality pool, or find energy in the sea-mineral soaking pool.

You'll find unique treatments and experiences based on local tradition and flora, ranging from Willow Stream signature experiences to uniquely Mayan traditions featuring local herbs, essential oils, and extracts. One of the most popular is the Cha Chac Rain Ritual, based on the Mayan rain ritual. There is also the amazing Yucatan Healing Retreat, which you get to share with a special friend. For chocolate lovers, discover Cacao with The Chocolate Food of the Gods. Whichever you choose, the healing touches of our Willow Stream experience providers will guide you to renewing your energy.

Find inspiration at every turn. Find your energy.

About Willow Stream Spa

Our Story

Willow Stream is energy for life. We guide our guests on an energy journey either to recover from the stress of the day or to foster a healthy lifestyle forever.

When nature joins forces with a human touch in a luxurious but light-hearted atmosphere, energy expands. A connection to nature reminds us to keep a personal harmony – an internal balance of mind and body. It is the natural energy of Willow Stream’s amazing locations that we bring into the spa and infuse in each experience. A connection to people helps keep our lives in balance. It is the genuine care and magic of our people together that remind us of our resilient self and returns the spring in our step. Some call us lively in nature. Find your energy – just for a moment or for the journey a lifetime.

Our name: Willow Stream

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 logo

Our logo is composed of nature’s essential elements: earth, air, fire and water, and wood. Many of the world’s ancient cultures included these elements in some fashion with each having meaning and connection to our body and spirit. The proper balance of these elements in nature and ourselves creates our energy.



Selecting your treatments

We have created a simple system to help us guide you in 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. Relieve, restore, or results are how every treatment is categorized. Also, each one has additional benefits to guide you.

Relieve treatments are pure 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, overindulgence, or hectic lifestyles. They are rebalancing in nature, and some even provide the opportunity to have more radiant skin.

Result experiences are more intense and help with things like detoxification, cleansing, or anti-aging. They are therapeutic, and some of them are assisted with technology.



Our Products

Kerstin Florian International

Kerstin Florian International offers holistic products that combat the skin-damaging effects of stress, age, and the environment. We use these products because of their renowned therapeutic quality and the brand's philosophy: Kerstin Florian International is dedicated to spa traditions, authentic approaches, and sourcing the finest mineral, herbal, and marine ingredients.

Salt of the Earth

From its humble beginnings in 1998, the company has been founded on one thing: Salt. From the sweat and tears that have gone into creating it, to the salt hand-harvested from evaporation pools around the Great Salt Lake, every Salt of the Earth product is individualized to create the most rewarding experience possible for each client, whether in the spa or the comfort of their own home. From the quick and easy blending of fresh ingredients to customized scents and unparalleled handcrafted quality, Salt of the Earth allows clients to escape into a soothing, aromatic experience every time.

Mayan Health Care

The Natural Benefits Cosmetics Laboratory was born in March 2005. Natural Benefits Cosmetics produces and distributes cosmetic products made with ingredients of natural origin, to satisfy the current market trend that seeks well-being through phytotherapy.

Our knowledge of Phytochemistry is essential in the elaboration of our products. For the selection and use of plant species and their properties for the benefit and care of the skin.

Our brand integrates as a model of life Respect, Passion for what we do Honesty, Responsibility, and Loyalty, feeling satisfied to belong to this great team that generates well-being.

Tara Spa Therapy

Tara Spa Therapy, Inc. was the first company to establish Ayurveda treatment programs in spas. Tara's products promote health and harmony in the body by faithfully following ayurvedic traditions and principles that have been effective for centuries. This aromatherapy collection is distinctive due to the quality of the essential oils.

Signature Experiences

Willow Stream Stone Massage **90 minutes**

Relieve the daily stress the Mayakoba way. Balancing oils combined with our Mexican Stones warmed in water to create a deep-heat massage combined with a traditional hand massage and a unique blend of scents to connect and balance the mind and emotions.

Willow Stream Aromatherapy Massage **60/90 minutes**

This Swedish style full body massage uses gentle techniques inspired in the art of movement combined with ancient mythic aromatherapy oils, to restore harmony and relaxes the mind and body.

Willow Stream Skin Quencher **60 minutes**

Your skin will feel hydrated after this deeply nourishing experience; pure Aloe gel is the key ingredient in this experience that includes a soothing wrap a tailored massage and a light facial that will glow your skin.

Classic Facials

Gentlemen's SOS Skin Renew - *Calm, Restore* **60 minutes**

A deep cleanse and restore treatment that will leave your skin look and feel calm and renew. Specially designed for the men's skin needs, including razor burn, this treatment nourishes and ensures moisture even the most sensitive skin and helps recover the comfort against breakouts and irritation.

Skin Comfort Facial - *Calm* **60 minutes**

In just one treatment, your face will look and feel restored and calm. Reduces puffiness while nourishes and ensure moisture balance to strengthen elasticity and improves overall skin-health improving the skin's tolerance to irritations and recover comfort.

Intense Lifting Facial - *Rejuvenate* **90 minutes**

This skin rejuvenating treatment provides the ultimate in intense hydration and expression line reform. Perfect for all skin types, this advanced cabin experience is the ideal complement to tone volume and improving the contour of the face, thanks to its powerful revitalizing action and powerful filling effect, leaving skin extraordinarily firm and nourished.

Specialty Facials

Custom Age Intervention - *Anti aging*

90 minutes

This results-oriented treatment is customized to address specific skin conditions. From hyperpigmentation, sensitivity, oily skin to premature aging, this personalized facial helps treat and correct skin concerns. Includes an exfoliating enzymatic or multi-acid peel on the face, neck, décolleté and hands to renew the skin, a deep-cleansing massage to promote circulation and a masque to balance and nourish the skin. A customized intensive treatment and a heated hand treatment complete the experience.

Organic Indulgence - *Sensitive*

60 minutes

Pure organic essences, exfoliating fruit enzymes, wildcrafted mineral-rich moor mud, and nourishing whole plant serums refine and feed the skin while facial muscles are toned with a unique contour lifting massage using pure organic essences. Also is offered optional Hair Treatment with Organic Lavender.

Deep Pore Detox - *Deep Cleanse*

75 minutes

A deep-cleansing and skin-refining facial specially designed for congested, oily, and problematic skin. This targeted treatment focuses on these skin conditions to provide immediate and lasting results, Includes an organic Moor Mud peel followed with a pore reducing, anti-aging masque. A thorough skin analysis and extractions as well as a customized home care regimen promote healthy-looking, clear skin.

Pearl of the sea Facial - *Restore, Hydrate*

90 minutes

Precious elements harvested from the sea impart intense hydration and radiance after long days in the surf and sun. Pineapple enzymes and ocean pearls exfoliate away dull skin while a cooling cucumber citrus massage provides soothing moisture. Organic aloe Vera infused with tropical geranium flower masque deeply heals and protects while a scalp acupressure massage quiets the mind. Finally, sea salt minerals infused in organic coconut oils leave you moisturized and put back what the beach takes out of you. Improve skin tone and texture for a look of natural radiance with essential vitamins C, and E and minerals. This treatment delivers superstar antioxidants, fights free radicals, helps to boost collagen, heal and improve overall skin health, and reduce inflammation.



Authentic Experiences

Cha Chac Rain Ritual (*vichy*)

90 minutes

In the Mayan language, cha means “to let go,” and Chac, the rain god, is one of the most important gods in Mayan history. We invite you to enter the Cha Chac Rain suite and leave the outside world behind. This experience begins with a traditional blessing and burning of Copal incense. Then, you’ll relax on the rain table while a healing body mask of cornmeal, clay, and oats is applied. Your skin is then exfoliated, followed by an overhead rinse of warm rainwater. A massage with sage oil is the final luxurious ingredient.

Chocolate, Food of the Gods

60 minutes

Chocolate (ka’kaw) was highly revered in pre-Hispanic Mexico—considered edible gold and offered as a tribute to the gods. Today we acknowledge its high levels of antioxidants, and appreciate its ability to nourish the body inside and out. This experience includes a cacao body wrap, a scalp massage, and a nourishing massage application of pure coconut oil and rose essence.

Honey in the Heart (*vichy*)

60 minutes

In the traditional Mayan Temazcal (sweat lodge) ceremony, honey is used to remind us of the sweetness of life. The name of this treatment is derived from the traditional Mayan blessing, “All good things. No evil.” This pampering experience begins with a honey body mask, which nourishes and hydrates the skin. Then is removed with a “rainforest rinse” under a Vichy shower, followed by a relaxing massage to finalize your experience.

Mayan Bath Ritual

90 minutes

This ritual is an ancient tradition that symbolizes the cleansing of the body and soul. In the spirit of culture this treatment starts with purification with copal incense, a body mask is applied just before you are immersed in an herbal flower bath a nourishing massage follows with our selection of oils to hydrate and relax.

Copal Mayan Purification

90 minutes

The Mayans believe that the copal was the medium of communication within the world that is not ours and is through its smoke that they purified themselves to empower them. A healing energy cleansing with natural herbs and copal is the beginning of this journey of discovery and balance; first, the body is cleaned, our ancient Mayan clay is used to potentiate the detoxifying effects, and a profoundly relaxing massage follows to warm and activate the body circulation. The treatment ends with the intent in life throughout an affirmation for the day.

Body Treatments

Neroli Blossom Moisture Drench

90 minutes

Awaken the senses with the signature aroma of neroli essential oil in this deeply relaxing, yet uplifting experience. Featuring energy balancing to calm the spirit, eucalyptus-infused foot cleansing ritual with reflexology to clear the mind, and a lymphatic dry brush technique with a luxurious application of Neroli Blossoms and Moisture Balm to deeply hydrate the body. An express neroli facial with acupressure and massage completes the treatment for the ultimate in skin hydration and revitalization.

Feet First

60 minutes

In this experience, the reflex points on your feet and hands are massaged to relieve tension throughout your entire body. The treatment begins with Willow Stream's unique foot scrub, followed by a foot and hand massage focusing on vital energy points. While hands and feet absorb in the essential oils, we offer a massage in head, neck, and shoulders. A great head-to-toe tension reliever!

Brighter Body Glow

60 minutes

Illuminate your body from head to toe with this results-oriented treatment. This multi-active experience incorporates exfoliating bamboo and fruit enzymes along with stimulating body-buffing techniques to refine texture and brighten the skin. Organic Ginger Oil blended with Multi-Vitamin Firming Crème containing Shea Butter, and nutrient-rich algae are massaged onto the body using long relaxing strokes with a focus on the neck, back, and shoulders.

Elemental Balancing Ritual (Vichy)

90 minutes

A revitalizing full body cleansing is calling upon the four elements to balance the body & soothe the spirit. A calming, aromatic ritual invokes a connection to the breath while natural minerals polish away dry, dull skin. Full body loofah cleansing and luxurious hair shampoo are rinsed away under warm, cascades of water to leave you renewed. The fire element completes your journey with a warm oil massage and scalp treatment.

Body Massages

Intensive Muscle Release - *Deep*

60/90 minutes

An intensive massage that works deep into stiff, tight aching muscles to instantly release pain and tension.

Stress Relief - *Relaxing*

60/90 minutes

This customized medium-pressure massage focuses on your main tension points—including the head, neck, and shoulders—using muscle-melting massage oil. A great selection after a stressful day!

Deep Sleep Massage - *Restore*

60/90 minutes

This massage features relaxing essential oils and massage techniques. It's perfect for those who need help in getting the good night's sleep that eludes them due to stress, jet lag, or an overactive mind.

Madre - *Maternity Massage*

60 minutes

Relieve stresses and strains, this pampering experience, releases heavy legs and an aching back with all-over body treatment. This massage includes a relaxing and rejuvenating full scalp and facial massage.

Reflexology - *Acupressure*

60/90 minutes

This massage is one of the world's oldest healing methods, utilizes a unique technique targeting reflex points in the feet and hands to bring all of the body's organs back into balance and promote relaxation.

Sea Salt Stone Massage - *Restore*

90 minutes

From the Sea to your body, this full-body massage uses a specific sequence to balance. The salt provides added benefits like alkalizes, replenishes, nourishes, balances and neutralizes the ill effects on your skin and body of the toxic frequencies we live with every day. This therapeutic massage provides deep relaxation and helps to restore and calm your body, mind, and spirit.

Sea Shells Massage - *Relaxing*

60 minutes

This massage is a heat treatment for anyone with tense muscles; the heat from shells will gently relax and smooth away knots. The therapist will begin with an application of massage oil to help make the strokes smoother, and then press the heated shells onto key points of your body to relax your muscles.



Couples Experiences

Side by Side Couple's Balancing Massage **60/90 minutes**

The perfect gift to give each other is time together. Enjoy side-by-side relaxation massages and escape from the pressures of everyday life.

Yucatan Couple's Retreat **120 minutes**

Our signature couples retreat is offered in a spa suite with private balcony, bath, shower, and bathroom. You will create your Yucatan experience by choosing from an assortment of local healing and beauty remedies that best suit your needs and mood. A Mexican sarong is presented to wear in comfort throughout the treatment and to take home. This experience will cover all your senses, includes a choice of scrubs, followed by choice of three body masks selected from local favorites. An aromatic bath in the soaking tub precedes a side-by-side massage with scented oils. To finish this experience, you will receive a soothing and balancing tea to relax your senses.

Couples Mayan Path Experience **75 minutes**

This relaxing experience is the perfect way to spend time with your loved one being side by side by indulging in a ceremonial treatment, designed to bring balance and harmony the experience begins with a Copal purification followed by a massage with our signature copal clay, a time together in an aromatic soak is the perfect finally to feel pampered and renew.

Additional Time

Upgrade any of our existing treatment list with additional time and services with the below mini treatments. Suit your skincare needs ensuring complete relaxation and rejuvenation. Choose from a variety of 30-minute mini treatments, including:

- Mini Facial
- Mini Massage
- Scalp Massage
- Reflexology
- Intense nourishing Hair Mask
- Body Scrub
- Express Mani or Pedi
- Extractions time

Salon Experiences

THE ART OF CREATING EXPERIENCES

BLEND BOX Experience, Hand treatment

60 minutes

With the Blend Box, we take customization to the treatment level, in this manicure, we mix up scrubs, creams, and lotions with your favorite scents. Each mix gets a booster shot of thermal powder, hyaluronic acid, or anti-aging serum.

You have complete control of your experience, making your treatment much more relaxing.

BLEND BAR Experience, Feet treatment

60 minutes

Using salts, mud, scrubs, and mineral creams blended with signature scents, we create a personalized experience which is not only beauty treatment for your feet, but an energizing lift for the skin.

Our deluxe treatment includes a foot soak in sea salts and minerals, an exfoliation, and a foot massage with hydrating body butter to potentiate skin hydration.

MEXICAN Warm stone pedicure

75 minutes

Mexican obsidian stones are used in this wonderful pedicure to create a relaxing experience. Warm stones massage and paraffin treatment will eliminate any tension from your feet. Nail shaping and polish application included.

Shellac Polish Application

30 minutes

Results - Lasting color

Nail shaping and preparation for gelish polish. Followed by a nail-oil application to hydrate and nurture a final body butter arm and hand massage will complete this beautiful treatment experience.

Want a fresh cut or style?

Our hair salon boasts talented hairdressers for every look.

Partial & Full Highlights

Haircut & Style

Blowouts

Hair Style

Bridal Hair style

Hair treatment

Full Hair Service

Make up

Fitness Activities

Maintaining good health is the most important gift we can give ourselves. Our unique spa experiences are enhanced with an optimal fitness program to begin the healing from the inside. Try yoga for the first time or boost your routine, Willow Stream offers a variety of fitness services to experience healthy revitalizing living.

Inquire about our fitness services and classes to create a program suited to your lifestyle and needs.

Personalized Fitness Training Sessions
Regular Outdoors/Indoors Classes and Activities
Group Sessions

Please contact our Spa Experience Coordinators to guide you through the fitness options and classes available.

Access Fees

Access to our Spa facilities is complimentary with the purchase of any 60 minutes massage or treatment in the Spa Menu, in case of any guests would extend the use of spa facilities during their stay we can offer:

One day spa full access
Three days spa full access
Five days spa full access
Seven days spa full access
Twilight spa access (from 5pm to 8pm)



Enhancing Your Spa Experience

Start your spa experience the moment you leave your room – whether you choose to arrive at the spa by boat, bike or on foot, we recommend that you go for your appointment at least 1 hour early, so you aren't rushed, and so you have time to enjoy all the spa has to offer.

Spa Experience

Willow Stream spa experiences last at least an hour because, as with everything worthwhile, there are no short cuts to an outstanding spa experience. We're passionate about taking all the time you need to find your energy.

Spa Environment

Willow Stream is an adult sanctuary. Guests must be 18 years of age or older. Cell phones, Blackberry, or other electronic devices are not permitted to keep the spa area quiet and to protect your privacy. 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.

Reservations Telephone Numbers:

Please call (52) 984-206-3038 or from USA and Canada 800-540-6088;
Mexico 01800-702-4848.

At the hotel, call ext. 560.

Advance reservations are recommended to accommodate your preferences. Our knowledgeable Spa Experience Coordinators are delighted to guide you to the experiences that suit your needs.

Cancellation Policy

If you must reschedule or cancel any spa appointment, please notify the spa 4 hours in advance to avoid being charged for the service. Cancellation of a package requires 24 hours' notice. Missed appointments without proper notice are subject to a 100% charge for reserved services.

Hours of Operation

Spa Facility: 7:30 a.m. to 8:30 p.m.

Fitness Center: 6:30 a.m. to 9:00 p.m.

Appointments available: 8:00 a.m. to 8:00 p.m.

Spa Arrival & Etiquette

We recommend you arrive 30 minutes prior to your appointment time to enjoy the facilities and ensure your treatment starts on time. Late arrivals may result in a reduction of your treatment experience. Please come and spend the day with us!

Health Matters

Please inform us of any health conditions at the time of booking (e.g., high blood pressure, a heart condition, allergies, pregnancy). Consumption of alcohol before, during, or directly after spa treatments is not recommended. You will also be asked to complete a medical history form upon arrival, so we can better customize your experience to your needs.

Spa Attire

You will receive a robe and sandals to wear between treatments and a locker for your personal belongings. Our therapists are highly trained in draping procedures to ensure your complete privacy; however, for your comfort, undergarments may be worn during treatments. Swimsuits are required in some areas of the spa.

Willow Stream Spa Gift Cards

Willow Stream Spa gift cards are available for purchase for all spa services and packages. Please contact the Willow Stream Spa reception for further information.

Taxes and Service Charges

For your convenience, taxes and service charges will be added to all spa services and packages.

Rates are subject to change. All prices are in US dollars. Final billing will be in local currency (pesos) based on the daily exchange rate provided by the hotel. Occasionally, not all services may be available.

Gratuities

Gratuities for exceptional service can be added to your bill upon check-out at your request.

Willow Stream Spa en Fairmont Mayakoba

www.willowstream.com

For spa vacation packages visit

www.willowstream.com or call 800.441.1414.

In Mexico dial 01800-702-4848.









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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.