

MIRAVAL ONLINE BOOKING EXPERIENCE

User Guide

reservations.miraval-austin.com

Getting Started:

- To Login you will need to enter your *Last Name* and your *Reservation Number* under the Access Your Reservation heading. (You will find the number in your confirmation email you receive after booking your reservation.)
- Select Search. Once you are logged in, you can begin booking **Activities** and **Spa Services**.

Navigating:

- On the main screen, you can view your itinerary along with your check-in and checkout dates and the services and activities you have booked for each of your dates of stay.
- On the Calendar, you can select a date you would like to view to quickly see activities or services booked on the date.
- Above your Itinerary and Calendar you can access the Menus for **Activities** and **Spa**.
- To return to the main page of the booking portal you can click Booking Summary at the top of the screen at any time.

Booking Activities and Private Sessions:

- In Activities, you will find the **Daily Activities Schedule** for each of your dates of stay.
- You can find a detailed description of each activity, number of available slots, duration and pricing by clicking on the desired activity.
- To book the your chosen activity select Add to Cart.
- Once you have added the activity to your cart it will now appear on your itinerary.
- Private Sessions can be booked by clicking on the **Private Sessions** tab navigating to the specific category of interest. Here you will also find a detailed description of the services, available appointments and pricing.

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Booking Spa Services:

- In Spa, you will find the Menu organized by the category of service along with your dates of stay.
- You can view all the services available for each type by selecting **View Services**.
- You find a detailed description for each of the services of that type, the duration of the service and pricing.
- By Clicking on the services, you find a detailed description of that particular service and the available appointments for your date selected.
- To book your service select Book Now to the right of your chosen available appointment.
- If you have a preference as to the gender of the provider please select this in the Preferred Staff drop down.
- Any allergies or physical limitations that our staff should be aware of can be noted under Special Requests.

Confirming:

- To finalize your activities and services you must select Confirm from the Booking Summary on main portal page.
- You will not be able to make any changes to your cart once Confirm has been selected.

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Frequently Asked Questions:

1. How do I remove activities or services once it has already been added to my cart?
A: You have the option to remove any activity or service from the itinerary on the Summary Booking page by scrolling to the service and selecting it to be removed. *(this can only be done prior to confirming your cart.)*
2. How should I make changes to my itinerary once I have already confirmed my cart?
A: Once you have confirmed your cart you will need to call in and speak to an Experience Planner to make any changes you might need to your itinerary. *You can reach an Experience Planner at: 855.234.1672.*
3. How do I book Activities and Services for my share or other guests?
A: If you are trying to book for someone other than yourself you will need to select the Log Out option at the top right of the portal. You can then login using the appropriate Last Name and Confirmation Number and begin booking for that guest.
4. Can I also book my services through the Online Experience portal for my stay at Miraval Arizona?
A: Yes, the online booking experience is available for both Miraval Austin & Miraval Arizona. You will need a confirmed overnight package reservation at Miraval Arizona to book experiences.
5. After I have already confirmed my cart, can I log back in and add additional experiences to the itinerary?
A: Yes, you can log back in any time and add additional experiences but you will not be able to remove or edit the Itinerary without the Assistance of an Experience Planner.
6. How can I get assistance if I have any additional questions about an activity or service?
A: For additional assistance pertaining to any of the experiences or offerings you may use the chat feature at the bottom right hand corner of the screen by selecting “Got Quick Question?” and an Experience Planner will respond to your question promptly.
7. Where can I send feedback or any general questions about my experience using the online booking portal?
A: Please send any feedback about your experience to **BookingFeedback@miravalresorts.com**.
8. How can I indicate that I would like to request a specific provider for my service?
A: If you would like to request specific provider for the service you may indicate this in the Special Request field when booking the service.
9. What can I do if the activity or service I'd like to book is not available or has reached the max number of slots?
A: If you are not able to book your experience due availability you can contact an Experience Planner to be added to a Wait List for the desired service. If a slot becomes available, we fulfill your request. Additionally you can request a Private Session from the Activities page in the Online Experience Booking portal.

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