

## **Spa Policies**

### **Please arrive 15 minutes prior to your scheduled appointment:**

So that we can start your service on time or even early. A late arrival may require a reduced appointment time, at scheduled price, with respect to the clients that are scheduled after you.

### **Cancellation/Rescheduling Policy:**

All will agree, time is our most valuable asset. We ask that appointments be guaranteed against late cancellation or rescheduling with major credit card. Please provide at least 24 hours notice if you need to reschedule a service; 48 hours notice is required to cancel or reschedule groups of three or more. This allows the spa enough time to fill appointments. Late cancellations will be charged 50% of services scheduled. "No-Shows" will be charged 100% of services scheduled. The spa needs to pay its employees even if a client is a "no-show". This policy allows us to retain great employees.

### **Quiet, Please:**

Please turn off cell phones upon check in at Serenity Day Spa and speak softly. We are a haven for all those coming here to relax and enjoy a tranquil and stress reducing experience.

### **Children:**

To maintain a serene atmosphere, we ask that you not bring children to Serenity Day Spa. We do, however allow children to enjoy certain spa services under the following guidelines: children under 18 must be accompanied by an adult and all children under the age of 18 must have an adult sign their initial consultation form. It is the adult's responsibility to monitor the child's behavior.

### **Gratuities:**

Your spa service fee do not include gratuities. Customary gratuity for each service provider is 15 to 20 percent. Please leave any gratuities at the reception desk when checking out. Tipping envelopes for cash gratuities are provided at the reception desk or you may add gratuity to your credit card or gift card. Tipping is never expected, but always appreciated.

### **Product Returns or Exchanges:**

You may return unopened skin care products in original packaging within 30 days of purchase accompanied by a sales receipt for a full refund. Any opened products may be returned for spa credit within 30 days of purchase.

### **Pregnancy or Medical Conditions:**

Be sure to mention any medical information when you book an appointment. Certain services may not be advisable for you. If you are pregnant, massage services are provided only if you are beyond your first trimester.

### **This is a Professional Spa Establishment:**

Our trained staff are here solely to help improve your wellness and relaxation. If a staff member ever feels that a client is behaving inappropriately, they are authorized to stop a service immediately and you will be charged for the services scheduled.

