



Cancellation policy:

It is important for us to keep our appointments for your benefit, as well as the benefit of other clients. Clients who want to cancel an appointment are asked to cancel at least 24 hours prior to appointment by telephone, out of courtesy. We appreciate your respect for our business and time. We understand there may be times when our clients will be late. We do our best to schedule clients with enough buffer time on either side of an appointment, in this case the treatment time will be shortened unless extra time has been allotted, with no adjustments to fees. If you are delayed for an appointment, please call to let us know. Appointments booked within 24 hours of service shall be deemed set and under cancellation policy if canceled.

Cancellations with due cause (inclement weather due to the natural acts of God) can be rescheduled with no additional fee. If the appointment is not canceled by telephone and/or not rescheduled cancellation fee will apply. The Spa is not responsible for other causes for cancellation.

If for any reason The Spa needs to reschedule or cancel an appointment, as much advance notice as possible will be given. Should some unforeseen scheduling event occur that your therapist is not on time, and others are booked after you, with our sincere apologies, you may reschedule or take the remainder of your scheduled time at a pro-rated fee.

In instances of excessive cancellations a prepay account may be requested to schedule appointments for services.

Note: If an appointment is made more than five days prior we try to contact clients the day before their scheduled appointment to confirm. This is a courtesy not a requirement. Please feel free to contact us if you have any questions. We value you as a client.

Cancellation Fee:

Shall be equal to no less than 50% of regular service charge not greater than 100% regular service charge. Services applied with a gift certificate shall be forfeited.

Please sign indicating understanding and agreement.

Client Signature: _____ Date: _____

Witness: _____ Date: _____

Thank you, we value your business.