



~ Medical Spa Policy ~

SPA ETIQUETTE

NOISE Our spa environment is one of tranquility and relaxation.

Please respect all guests' right to privacy and serenity. Please maintain conversations at a considerate volume in all treatment areas.

CELL PHONES In consideration of our guests, we ask that cell phones and electronic devices are turned off and left in your locker during your stay.

LOCKERS Secure lockers are provided and encouraged for our guests to store valuables and personal belongings. Robes, towels and slippers are also provided for your convenience. We ask that you help keep the facilities clean by placing used robes and towels in the provided hampers.

SPA POLICY

ARRIVAL TIME We recommend that you arrive at least 30 minutes prior to your first scheduled appointment. Since we are a medical spa, this will allow ample time to fill out your client profile/history necessary to tailor our treatments to your personal needs.

CANCELLATION POLICY Scheduled treatments are reserved especially for you. We require 24 hour advance notice in order to cancel any service with no charge.

If your appointment is not cancelled within this notification period, your appointment is considered confirmed. Any changes or cancellations made after the 24 hour window are subject to a \$25 charge for each service.

Because of this policy, a valid credit card number is required at time of booking. This policy also applies to gift card and certificate holders.

LATE ARRIVAL All appointments are designed to allow time for the full enjoyment of each service. Late arrival may limit our ability to offer the fullest possible experience. Please be aware that late arrivals will not be afforded extension of scheduled treatments. Treatments will be rendered only for the remainder of the scheduled appointment and still be responsible for payment for the full service.

RETURN POLICY Unused products in their original packaging may be returned within 30 days for a full refund.

HEALTH CONDITIONS Please advise us at time of booking of any health conditions, allergies, injuries or special needs which may affect your services.

PREGNANCY We have specially designed treatments for expectant mothers. A spa concierge is present to guide you in selecting appropriate treatments for you during this special time.

CLEANLINESS Keeping our commitment to cleanliness, safety and hygiene, our equipment is sterilized and sanitized after every service and treatment.

LOSS OR DAMAGE We regret that we cannot be responsible for any loss or damage of personal items. We strongly recommend use of our secure lockers for any valuables and personal articles. For the protection of your clothing, we also ask that you wear the robes provided for your convenience.

PAYMENT All major credit cards are accepted. We do not accept any personal or traveller's checks. Any gift cards, vouchers, or certificates must be mentioned at time of booking.

GRATUITY Our listed rates do not include gratuity. A cash gratuity of 15-20% of each service price is appropriate and appreciated.