



## Spa Etiquette & Policies

### Reservations

Our professional staff allocates time especially for each guest, therefore, a credit card is requested to guarantee your reservation. Charges will only be incurred should insufficient cancellation notice be received. Service payments will be completed after your treatment and may be paid with Cash, Visa, MasterCard, Discover, Care Credit, Checks or Gift Certificate.

### Consultations

Consultations may be reserved with a \$25 deposit. Your deposit will be applied to any service you should decide to schedule or any Make-up purchase.

### Spa Arrivals

To begin your experience in a relaxed state, we ask that you arrive 15 minutes prior to your scheduled appointment. New guests are asked to arrive 30 minutes early to accommodate completion of your guest profile. Delayed arrival will limit the time for your experience, reducing the effectiveness of your treatment and the expectations of your visit. In consideration of other guests, service time will not be extended for delayed arrivals and the full price of your service will be charged.

- **Arrive 15 minutes early**
- **New guests please arrive 30 minutes early**
- **Service time will not be extended for delayed arrivals, and the full service price will be charged.**

### Skin Preparation

Please be aware that our services are treatment strength and require you to abstain from using certain skincare products and medications **5 days of more** prior to each treatment. Guests receiving Laser Hair Removal need to shave the night before or morning of treatment. Failure to comply will limit your allotted time and result in partial treatment. If you are unable to shave yourself ex. (back) please alert us in advance and we will schedule ample time for an additional charge.

- **Avoid all prescription strength topicals, treatment products, depilatories and recent sun exposure. Failure to discontinue usage may result in us not being able to treat you thus a full charge will apply.**
- **Laser Hair Removal requires shaving the area the day before treatment.**
- **New Laser Hair Removal guests shave the area but leave a 1in. x 1in. unshaved.**

### **Cancellations or Rescheduling**

As a courtesy, you will receive a text confirmation of your reservation prior to your arrival. If you are unsure of your appointment date and time or did not receive confirmation, please call us anytime. Should the need arise to cancel or reschedule reservations, a 24 hour advance notice is required. Insufficient notices to cancel or reschedule reservations are subject to charges of \$25 or up to full service value. A 48 hour advance notice is required for injections. (Botox, Juvederm, Voluma). Insufficient notice for injections will be assessed a \$100 charge. All no shows will be assessed a charge at full value of services. Late cancellations or no shows of pre-paid packages will count as a completed service. All cancellations must be communicated directly to the spa receptionist by phone at **361-561-0240**.

- **A 24-hour advance notice is required**
- **A 48-hour advance notice is required for injections.**
- **Insufficient notices are subject to charges up to full service value.**
- **All no show reservations will be assessed a charge at full value of services.**
- **All cancellations must be communicated directly to the spa concierge.**
- **Confirmation of reservations are made via text prior to scheduled services.**

### **Treatment plan adjustments**

Occasionally, a pre-paid treatment plan may need to be adjusted to achieve optimum results or at the request of a guest. Package services may be interchanged for a service of equal or lesser value of full price at the discretion of management. No price adjustments will be given.

### **Discounts/Special Offers**

Specials that expire are not subject to rescheduling later beyond the expiration date for the discounted price.

### **Refunds**

We do not offer refunds for services or products.

### **Gratuity**

Our licensed Estheticians graciously accept gratuities for outstanding service and care.

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