

# Policies

## **Appointments**

We recommend that clients schedule their next appointment prior to leaving the clinic.

We accept Visa, MasterCard, direct debit and cash. Cheques are not accepted. A credit card number or deposit is required at the time of booking. Prices do not include HST and are subject to change without notice. When booking an appointment, please inform us of any Gift Certificates you will be redeeming.

## **Cancellations**

Out of consideration for others and our professional time, we require 48 hours notice of cancellations for spa packages or bookings of two or more services. Single services require at least 24 hours notice of cancellation. A late cancellation fee of 50% will be charged without prior notice and a 100% cancellation fee will be applied for no-shows. Saturday appointment no-shows will result in a 100% charge of the full price of the service, not the promotional price and must be paid before booking your next appointment. Same day bookings are considered firm.

We would be pleased to reschedule your appointment, or to convert your deposit into a gift certificate. There are no refunds on deposits or on Gift Certificates. Clients with Gift Certificates who do not show up for appointments or who cancel less than 24 hours in advance of their appointment will forfeit 50% of the Gift Certificate's value.

## **Late Arrivals**

We recommend that you arrive at least 15 minutes prior to your first appointment. If you do happen to arrive late for your appointment, we will try our best to accommodate your full booking. However, if that is not possible, you will be billed for the full cost of the original booking.

## **Gratuities**

If you are pleased with the services you have received, it is customary to give a 10% to 15% gratuity to each of your therapists. For parties of 3 or more people a 20% gratuity will be added. Please be advised that our computer setup does not permit gratuities to be charged to Visa, MasterCard, Amex or direct debit.

## **Gift Cards**

Spa gift cards are a caring, thoughtful and special way of gift giving. Our wide selection of individual services and money saving packages make for easy and creative choices. Gift Cards are elegantly packaged and can be ordered by phone or in person. They can be for a specific dollar amount. Gift cards are not refundable, they don't expire and cannot be exchanged for cash. Gift Cards are reloadable.

WE ARE NOT RESPONSIBLE FOR LOST OR STOLEN ITEMS