

The Face & Body Spa

Financial Policies

Scheduling Appointments and Payments:

Payments in full are due at the time of service.

Cancellation and NO SHOW Policy:

Please notify us 48 hours in advance for a cancellation . Otherwise, a late cancellation (less than 48 hours notice to The Face & Body Spa) will result in forfeiture of any gifted or pre- paid service. We are happy to reschedule your appointment at the full price of the service.

Return Policy:

1. Services rendered cannot be refunded.
2. Products can only be refunded if unused and in its original packaging. Products must be returned within 30 days with receipt.
3. No refunds on Make-Up products.
4. Refunds will not be given for discounted items or services.
5. Series of treatments or package of services purchased can only be exchanged for **Spa credit to your account.**
6. We are unable to process returns or reimburse any payment transactions on gift certificates.

Gift Certificates, Gift Cards, and Discounts:

Gift cards are available for purchase in any dollar amount. Gift certificates purchased for a specific service may not be transferred to any other service. Gift certificates won or purchased at an auction or event may only be used for the donated service and cannot be used as cash. Gift cards and certificates are not redeemable for cash. Only 1 discount card can be used per visit. The Face & Body Spa is not responsible for lost gift cards, coupon cards, or rebates.

Spa Promotions:

Spa specials cannot be used in combination with any other promotion, discount, or coupon. Spa promotions and coupons are only valid in the specified time frame. They are void and non-redeemable if expired.

Arrive Early:

Please arrive 10-20 minutes prior to your scheduled service. This allows you time to check in and begin to feel relaxed for your treatment.

Late Arrivals:

If arrival is delayed, we will make every effort to accommodate your full appointment but this is not always possible. Service time may be abbreviated to avoid delays for other guests as treatments are charged at full value.

Appointments missed by 15 minutes will be cancelled and subject to forfeiture of comp service or 100% value of the service you were scheduled for.

Cell Phones:

Please allow our team the opportunity to provide the best service possible by refraining from phone calls during your service. This consideration is appreciated by fellow clients as well.

Valuables / Jewelry:

We ask that you not bring valuables to the spa. Jewelry should not be worn during most spa treatments therefore, The Face & Body Spa cannot be responsible for lost or stolen belongings.

Clothing:

Expect to remove clothing for massage and some laser treatments. Undergarments may be worn and privacy draping will always be used. Please let us know if you feel any discomfort at any time.

Age Requirements for Spa Guests:

Guests must be 16 years or older to enter the spa. Children under the age of 18 years seeking services must be accompanied by a parent. Children under the age of 16 years are not permitted in the spa.

Gratuities:

A gratuity for exceptional spa service is always your choice. Here at The Face & Body Spa, gratuities are acceptable for spa services but are not acceptable for medical treatments, including injectable treatments and laser therapies, like hair removal and tattoo removal.

Medical Conditions:

Let us know of any changes in your medical condition since your last visit, including pregnancies, injuries, or a recent change in your health. Because we want to obtain the best possible results, please inform us during your treatment if you have any special needs.

Prices:

Prices are subject to change without notice.

I have read and understand the policies of the practice and I agree to be bound by its terms. I also understand and agree that such terms may be amended from time-to-time by the practice.

By signing this notice, you are evidencing your informed decision to purchase recommended skin care products and/or services at your sole expense.

Signature: _____ Date: _____

Witness: _____