Cancellation Policy

Cancellation/Rescheduling Policies and Fees

Your spa treatments are reserved especially for you.

We value your business and ask that you respect the spas' scheduling policies.

We recognize the time of our Guest and Team Members is valuable and have implemented this policy for that reason.

When you miss an appointment with us, we not only lose your business, but also the potential business of other clients who could have scheduled an appointment the same time.

Should you need to cancel or reschedule, please notify us at least 24 hours in advance.

24 hours' notice is required to Cancel or Reschedule with 2 or less treatments or 2 or less guests cancelling during 24hrs and is subject to a fee of $25.00.

48 hours' notice is required to Cancel or Reschedule for groups of three or more or three or more treatments. 3 or more guests canceling during 24hrs is subject to a fee of $25.00.

NO CALL-NO SHOW is $50.00 per service per person.
Clients who miss their appointments without giving any prior notification will be charged $50.00 for each scheduled service.

Cancel Standing Appointments

- Cancellations are to be made 24hrs. prior to appointment.
- Cancellation during 24 hr. will result in Card on file being charged $25.00 per service.
- No Call-No Show, card on file will be charged $50.00 per service.
- Should the card not be valid, it will charge your account as balanced owed, due at next appointment scheduled.

Gift Certificate Appointment Cancellation

- If you cancel within 24 hours of the appointment, there will be a fee of $25.00 per service deducted from the gift certificate number given at the time of booking.
- No Call-No Show will have $50.00 deducted from balance of gift card.

Member Appointment Cancellation

- Cancel appointment before 24hr of appointment, no charge.
- Appointments canceled during 24 hr. will be charged $25.00 per service to card on file.
- Prepaid service will be put back ready to use on next visit.
- No call no show will take prepaid service as service rendered.