

### **Spa Etiquette:**

In order to ensure that you obtain your desired appointment times, we recommend scheduling your appointment as far in advance as possible. Our hours of availability for Heaven Sent Massage Spa are as followed: Monday and Tuesday 9-5pm, Wednesday- Friday 9-8pm, and Saturday 10-5pm.

To accommodate your desired appointment a strict pre-pay policy is required for all appointments after 5pm and on Saturdays to guarantee your reservation. Cash, Credit/Debit Cards, and Gift Certificates may be used to pre-pay your appointment. Details of our cancellation policy are provided below.

### **Cancellation Policies and Fees:**

Your spa treatments are reserved especially for you. We value your business and ask that you honor our spa's scheduling policies. Please notify us at least 24 hours in advance, should you need to cancel or reschedule.

Any cancellations with less than 24 hours of notice are subject to a cancellation fee amounting to **50%** of the cost of the scheduled service. Clients who miss ("No Show") their appointments without giving any prior notification will be charged **100%** of the scheduled service. We recognize the time of our clients and staff is valuable and have implemented this policy for this reason.

When you miss an appointment with us, we not only lose your business, but also the potential business of another client who may have scheduled an appointment for that timeframe. Additionally, many times our staff members are functioning in an "on call" status, and may have travelled to the spa specifically for your service. For these reasons, we are obligated to compensate our staff for their time, as well as their lost revenue. Thank you for your understanding and in assisting us in our commitment to provide the best possible experience for each client we treat.

### **NO REFUNDS:**

Any products or services will not be refunded. We will gladly apply any payments made to a gift card that never expires.