

# CONNECTIONS DAY SPA POLICIES

*Connections Day Spa is committed to providing professional services and a relaxing atmosphere. The following Spa Policies are intended to enhance everyone's experience with us.*

## **Email Use Policy**

Our preferred method of communication with you, including reservation confirmations, is by email. Please be sure to provide us with updated emails and phone numbers. Once you have provided us with your email on your Guest Profile Form, you are automatically opted-in to our email system and you will be able to take advantage of our special invitations, special events and promotions. If you would prefer not to receive email communication, please leave the email line blank on the Guest Profile Form which is provided to you upon check-in.

## **Age Requirement Policy**

Spa guests must be 18 years of age or older to receive treatment without the approval or accompaniment of a parent or guardian.

As a consideration for our guests that are here for relaxation services, **Children under the age of 14 are permitted in the spa on Kid's Day ONLY** Kid's Day is the 2nd Saturday of every month. **Adult & Kid's services can be booked on this special day.**

## **Credit Card Required for Reservations**

We ask our clients to provide us with a valid credit card or gift card number to secure a reservation and to provide us with at least 24 hour notice of any changes or cancellations in order to avoid being charged a missed or late cancellation fee. This policy ensures that our guest reservations and our associate schedules are fully utilized by minimizing our late-cancel or missed appointment costs and allows us to provide value pricing to all of our customers. Your private credit card information is processed in compliance with Merchant Data Standards. We use a PCI Level 2 Compliance Service Provider at all times. If you choose to save or store your credit card information as a result of creating your account in our scheduling system, rest assured that it is stored securely by our system through the integration with a nationally accredited merchant credit card processing company. No information is stored locally on our servers.

## **Tardiness Policy**

Please arrive **15 minutes prior** to your appointment time.

We understand that sometimes being late is unavoidable, however, depending on the circumstances we may be forced to shorten or reschedule your service.

Clients who arrive late will be charged in full for their scheduled service, but will receive an abbreviated session. For example, if you scheduled an hour session and arrive 15 minutes late you will be charged for that hour session but will only receive 45 minutes of treatment for that session.

## **Missed Appointment/Late Cancellation Policy**

*Missed Appointment or Late Cancellation* - 100% of the cost of your service will be charged to the credit card on file.

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Please understand that when you forget to cancel your appointment we miss the opportunity to fill that appointment time. We make every effort to remind you of your reservation prior to your scheduled date. However, you must inform us if you're unable to keep your reservation at least **24 hours prior** to its scheduled date and time. If you cancel or change your scheduled reservation without providing us this 24 hour notice, a Late-Cancellation or Missed Appointment Fee fee will apply.

- 48 hour notice for group and package bookings is required for all package cancellations. 100% of the cost of your service will be charged to the credit card on file if not canceled within 48 hours.

## **Holiday or Premium Week Reservations and Cancellations**

During certain times of the year which we consider premium dates, our change or cancellation policy extends to a minimum of seventy-two (72) hours notice requirement for any changes or cancellations to your reservation to avoid incurring a late-cancellation charge. These are dates during the year when our guests' demand for services exceeds our ability to serve that demand. Examples of these would be, Valentine's Day (week), Mother's Day (week), Christmas week, New Year's week. Premium Period deposit and payment requirements for group (two or more persons), multiple services (three or more hours of service) & salon package, third-party payment or "surprise" reservations require a full payment to cover the cost of the entire reservation at the time of confirmation. Changes or cancellations will be accepted without any penalty up to seven (7) days prior to your reservation. Cancellation requests made within seven (7) days of your scheduled reservation will incur a cancellation fee equal to the amount of the reservation being canceled. Changes to your Group or Multiple Service Reservation are permitted without penalty, subject to availability, up to 48 hours prior to your scheduled date and time.

## **Refund Policy**

All service sales and gift voucher sales are final.

Personal Product sales are final. (anything applied to the hair, skin, nails, eyelashes)

Boutique (non-personal) Items may only be returned if unused, and in its original packaging within 14 days of sale. (clothing, jewelry, candles, decor)

Refunds will be issued for In Spa credit only.

## **Special Conditions Policy**

Please notify our Spa Coordinator before reserving your treatment if you have high blood pressure, special physical concerns, diabetes, or you are pregnant.

All guests will be asked to complete a brief questionnaire upon check-in, designed with your well being in mind.

***Thank you for trusting us with your beauty and wellness needs,  
Connections Day Spa***