



# VISO BELLO SPA POLICIES

**Please read, sign, and return:**

## **CANCELLATION POLICY**

Your spa treatments are reserved especially for you. We value your business and ask that you respect the spa's scheduling policies. Should you need to cancel or reschedule, **please notify us at least 24 hours in advance. Any cancellations with less than 24 hours notice are subject to a cancellation fee amounting to 50 % of the cost of the scheduled service. Any cancellations with less than 1 hour notice and no-shows will be charged 100% of the scheduled service to the credit card on file.**

Clients who miss their appointments or arrive 15 minutes or more **late** to their appointment will be charged in full to the credit card on file for the scheduled service. We recognize the time of our clients and staff is valuable and have implemented this policy for this reason. When you schedule your appointment with us you are agreeing to these policies.

At Viso Bello Spa we understand that life can sometimes prohibit our clients from attending a scheduled appointment. However, due to our high volume of appointment requests, we ask that clients who find themselves repeatedly needing to reschedule (more than 3 times per year) consider contacting us for same day availability. We sincerely appreciate your understanding.

## **SPA ETIQUETTE**

We strive to maintain a relaxing and professional atmosphere at all times. With this goal in mind please review the following:

**Children:** To ensure the safety of your children, and the serene environment for our clients, please make other arrangements for your children during your appointment. Children are not permitted in the lobby or treatment areas unless they are receiving a service. If you arrive to your appointment with children, you will be asked to reschedule and you will be charged for a missed appointment.

**Cell Phones/ Devices:** Please turn off your cell phone upon entering the lobby so as not to disturb other guests. If you must take a call, please do so outside.

**Pets:** No pets are allowed in our lobby or treatment rooms unless they are designated service animals.

**Inappropriate Behavior:** We reserve the right to refuse or terminate any appointment for inappropriate behavior. If an appointment is terminated due to lewd or otherwise offensive behavior, the full amount of the scheduled service will be charged. If an appointment is terminated for these reasons we reserve the right to refuse future appointments as well.

## **RETURN POLICY:**

All sales are final, no returns or exchanges.

**WE APPRECIATE YOUR BUSINESS VERY MUCH, AND YOUR UNDERSTANDING OF OUR POLICIES AND PRACTICES. WE STRIVE TO PROVIDE THE BEST EXPERIENCE DURING YOUR APPOINTMENT.**

PLEASE SIGN TO ACKNOWLEDGE

RECEIPT OF OUR POLICIES: \_\_\_\_\_