

Spa Policies and Guidelines

At Sally's Wellness and Beauty Spa, we have set out to bring you an environment where the highest levels of skin and body care are provided to nurture the well being of mind, body and spirit. Infusing Western modalities with knowledge of Eastern healing well being, Sally's Wellness and Beauty Spa is able to tailor each treatment to any individual's own needs.

It is our goal to make a difference in the lives we touch by offering the highest level of service by trained professionals in the most relaxing environment for our clients.

Reservations:

In order to ensure that you obtain your desired appointments, we recommend scheduling your appointment as far in advance as possible to ensure availability. As a courtesy, we attempt to confirm all appointments. You are always welcome to telephone, as well, prior to your appointment to confirm exact times, services, and ask any questions you may have.

Cancellation Policies and Fees:

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 of notice are subject to a cancellation fee amounting to the cost of the scheduled service.

Tardiness Policy:

Please arrive at least 15 minutes prior to your scheduled appointment. We understand that sometimes being late is unavoidable. However arriving late will deprive you of valuable treatment time. To avoid delaying the next guest, your treatment will end on time and you will be responsible for the full treatment cost.

Prices and Services:

Prices and services are subject to change. We will do our best to keep our clients up to date on any changes that may occur but encourage all clients to inquire about pricing and available services when booking your appointment.

Gratuities:

Gratuities is not included in the price of service or spa packages, customary tipping runs 15% to 20% but is, of course, at your discretion. You may tip the therapist upon check out at the front desk with cash or credit card. Sometimes with special promotion package a 15% gratuity will be added to the final bill.

Return Policies:

All treatment series, packages, products and gift certificates are non-refundable.

Other Tips For Your Visit:

- Please do not bring valuables with you; we are not responsible for lost or stolen items. Jewelry may be deposited in a safety deposit box at the front desk.
- Please respect the right to a quiet atmosphere for all guests. We ask that you refrain from talking loudly and that you turn off or silence all cell phones.
- Remember to rest, cool down and drink water before and after a treatment.
- For massages, your spa specialist wants nothing more than for you to be relaxed, so please undress to the point where you're comfortable. The technician will always give you privacy and time to get ready.
- Please shower and remove any cosmetics and body oils before entering the pools or going to your first treatment appointment.
- Smoking and vaping are prohibited in all spa areas.