

FAQ

- What retail brands are excluded from all in spa and online promotional discounts, coupon codes and sales?

All in-spa and online promotional discounts, sales and coupon codes cannot be used on the following: Gift Certificates, Packages, memberships and already marked down items and treatments.

- Clients must provide a 24 hour notice to cancel or reschedule an appointment. The guaranteeing credit card will be charged a cancellation fee minimum of \$75 and/or any required deposits may be forfeited for late cancellations or no shows.

- If you arrive more than 15 minutes late for your appointment, you may be required to reschedule your appointment to avoid disrupting the appointments of other clients.

- All Gift Certificates, Packages, Series Specials and Spa Specials are non-refundable.

- May promo discounts be used towards gratuities?

No. Gratuities are always calculated at the full price of the service and Spa Dollars (discounted for VIPs) may not be used for gratuities.

- Where may I find the terms and conditions for purchases, gift certificates, VIP specials and promotions?

Terms and Conditions are located in the Policy link on the website and are updated regularly.