



the spa at willow bend

## THE SPA AT WILLOW BEND POLICIES

We endeavor to give you our very best in order to enhance your spa experience with us. Our policies are to benefit you, our most special guest, and also to benefit our valued therapists. We know you will have a pleasant experience with us as we strive to be your world-class spa.

Arrival 20 minutes prior to your first treatment is requested, allowing time to check-in, slip into a robe and slippers, and unwind in our relaxation lounge, preparing for your treatment. Arriving late will simply limit the time for your treatment, reducing its effectiveness and your pleasure. Your treatment will end on time so that the next guest is not delayed. We invite you to use our aromatic cedar dry sauna and our relaxation lounge before and after your spa treatments.

**Late Policy:** Appointments missed by 15 minutes or more are cancelled with a 100% spa credit, which is yours to use for your rescheduled future reservation.

**Cancellation Policy:** As a courtesy, a minimum 24-hour notice is required for canceling or rescheduling your appointment. A 48-hour notice is required for any spa package reservation, multiple services, or for parties of three or more. Larger parties require 1 week's notice of cancellation. All no-shows will be charged at full value. We do not provide refunds for cancelled appointments, as you will have a full credit at the spa. All spa reservation charges, service sales, retail sales and gift certificate sales are final, with no refunds. If appointment made to redeem your spa gift certificate is not cancelled or rescheduled at least 48 hours in advance, we will be unable to redeem your certificate.

**Gratuities:** Gratuities are graciously accepted and appreciated. We proudly recruit and train our staff to be the most qualified spa professionals in the industry. Our recommended standard gratuity for spa treatments is 15%-20%. For your convenience, you can elect to add an automatic gratuity of 20% to your services. We will automatically add this to all groups, parties, and spa packages.

Please notify our Spa Coordinator before booking your treatments if you are pregnant, have muscle or joint injuries, are suffering from high blood pressure, are using Retin-A, Avage, Tazorac, Differin, Accutane, any photosensitizing or keratolytic medications, or have had recent laser or plastic surgery. Any of the above conditions may affect our ability to perform your requested treatment.

Booking an appointment with a specific therapist can be made for you if you ask for the therapist by name. Undress to your level of comfort. Our therapists use modest draping techniques to ensure that your comfort is always maintained. All spa guests will be asked to complete a brief questionnaire upon check-in, designed with your well-being in mind.

Spa guest must be 16 years of age or older. We are unable to provide services to a guest accompanied by children.

**Quiet Environment:** As a courtesy to other guests, please maintain a quiet level of conversation. Cell phones and pagers are not permitted.

Gift Certificates are available for services only and not redeemable if lost or stolen and are non-transferable. An appointment using your gift certificate can only be made by providing the gift certificate number when making your reservation. Gift certificates for spa packages can only be redeemed for the treatments in the specified spa package, no substitutions. If appointment made to redeem your spa gift certificate is not cancelled or rescheduled at least 48 hours in advance, we will be unable to redeem your certificate. Should you not wish to redeem a gift certificate you can use the treatment value or stated dollar value as a spa credit towards retail items.

Lockers are provided for our guests. We have separate locker rooms for men and women. We cannot be responsible for lost or stolen items.

Party Bookings: Wedding & baby showers, birthday parties and fundraisers are welcomed. Please call us for arrangements.

Packages can be individually customized.

Catering is available for all group reservations and special parties. Sorry, no outside food or beverages allowed.

Prices are subject to change without notice. The Spa at Willow Bend reserves the right to modify, discontinue, or raise prices on certain treatments without prior notification to ensure that maximum standards of service and quality are met. If you have any questions, please ask your Spa Coordinator when you book your appointment.

Retail Exchanges: We will be happy to accept returns on most any merchandise purchased from our spa within 30 days of purchase with a valid receipt except as follows: unfortunately and without exception, we cannot accept items on opened cosmetics and fragrances. When items are purchased as a set, we can only accept returns of complete sets, not individual items. Clothing and lingerie, sale items, and 'as is' items, are non-returnable. All refunds are for SPA RETAIL CREDIT ONLY for future product purchases. NO CASH REFUNDS.

Payments: As payment for spa services or retail, we currently accept Visa, MasterCard, American Express®, The Spa at Willow Bend Gift Certificates and cash. PERSONAL CHECKS NOT ACCEPTED.

Spa Hours:

Monday closed for services; retail & front desk open

Tue, Wed, Friday 9:00 AM – 5:00 PM

Thursday 10:00 AM – 7:00 PM

Saturday 9:00 AM – 5:00 PM

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Signature

Date