



Tranquility Spa Salon

ETIQUETTE & CANCELLATIONS

BOOKING APPOINTMENTS

A valid major credit card number is required at the time of booking for any spa packages, group bookings or services that require over 2.5 hours to confirm your reservation. Booking two to three weeks in advance is recommended to secure your best choice of appointment dates and times. Please advise of any relevant health conditions at the time of booking and when filling out your health form so that our Spa Therapist or stylist can offer an experience tailored to your specific needs.

CANCELLATION POLICY

A 48 hr notice is required for any cancelation of service over 2.5 hours in duration. Please understand that you will be charged 50% of each service price if you change your appointment without the minimum notice.

A 24 hr notice is required for any cancelation of services. Please understand that you will be charged 50% of each service price if you change your appointment without the minimum notice.

A No Show may be charged 100% of the cost of service missed as well as be required to provide a valid credit card when booking any future service.

SERVICE AND REFUND POLICY

At our salon/spa, we are committed to providing exceptional service and outstanding client care. Our team takes pride in ensuring every guest has a positive and professional experience.

Please note that we do not offer refunds on services that have been completed. However, if you have any questions or concerns regarding your service, we ask that you notify us within 3 days of your appointment.

If you are dissatisfied with the outcome of your service, we require that you return to the salon/spa for a visual assessment. Following the assessment, we will make every reasonable effort to address your concerns and provide any necessary adjustments.

Adjustments will be scheduled with the original service provider whenever possible and will be completed at no additional charge.

CHECK IN

FIRST TIME CLIENTS:

Please check in at least 15 minutes prior to your first service to give yourself the necessary time to complete a health form. This information is accessed only by your therapist and your file is stored in a secure system, which is completely separate from our reservations information. It is important that the health information you provide is complete and accurate. This information is confidential and is required by law for Registered Massage Therapists. This is a request that we make for aesthetics services as well. To avoid disappointment, please be on time. If you are late, it will result in a shortened appointment or a rescheduled appointment with possible applicable charges.

WHY DO WE COLLECT HEALTH INFORMATION?

Health information is collected in order to promote a safe and healthy environment for our guests, to ensure continuity of information from one visit to the next, and to assist in customizing treatments to individual needs, particularly if there are medical issues or allergies which could have contraindications for certain products or services. Your health information can be updated annually or at your convenience.

GIFT CARDS

Tranquility Spa Salon Gift Cards are available for purchase in the form of services, as Spa Packages, or as a Dollar-Value.

If you receive a Spa Gift Card for a package or service that you don't want, you may use the dollar value of that Gift Card towards any product or service you would like, however, Spa Gift Cards cannot be redeemed for cash. Remainders on Gift Cards can be applied to future visits or used to purchase After Care products. Spa Gift Cards do not include gratuities. **NO REFUNDS ON GIFT CARDS.**

