

# SPA ETIQUETTE

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## Bookings

Bookings are essential for all treatments. A deposit of 50% of the treatment value is to be provided for all treatments exceeding one hour at the time of booking. If using a gift voucher, please quote your voucher number at the time of booking and present your voucher prior to your treatment.

## It's Your time

To ensure all guests enjoy our peaceful surroundings, we ask for noise to be kept to a minimum; this includes mobile phones to be turned off.

Although we love children, their attendance is discouraged. We suggest you arrive 15 minutes prior to your service so you can change into the appropriate attire and relax before your treatment. Late arrival will mean your treatment time will be shortened.

## Payment methods

Full EFTPOS facilities are available for your convenience. We also accept cash and most major Visa and Mastercards. We do not accept Diners or American Express credit cards. Payments are accepted through our website via Paypal. All prices include GST. Prices may change at any time without notice.

## Gift vouchers

A perfect gift for any occasion. In the event you need to cancel an appointment, please be polite and offer at least 24 hours notice so someone else can book in and experience their own little piece of heaven.

Failure to attend your appointment without notice will result in your gift voucher becoming void. Please treat your voucher like cash. You must present your voucher at the time of your appointment to reception to be able to redeem it. If you have forgotten your voucher, you will need to pay for your services and redeem your voucher at a later date. If you choose to cancel your appointment due to forgetting your voucher, your voucher will then become void.

## Missed appointments

Your time of pampering is just for you. If you are unable to keep your appointment, please cancel within 24 hours. No show appointments or same day cancellations may be subject to a \$100 fee.

## Cancellations

Cancellations and/or rescheduling of appointments require 24 hours notice.  
A cancellation fee of 50% will be charged with less than 24 hours notice.

## Business hours

Mon 9am - 6pm  
Tue 9am - 6pm  
Wed 9am - 6pm  
Thu 9am - 7pm  
Fri 9am - 6pm  
Sat 9am - 2pm