

## Spa Policy Page

### SCHEDULING

We will do our best to accommodate walk-in guest, making an appointment is best to ensure your appointment time. Please book online or call our location directly to book your appointment with a credit card to guarantee.

### ARRIVAL TIME

Spa guest should plan to arrive 15 to 20 minutes prior to the start of their appointment. Please arrive early to complete any required paperwork that was not completed online. Do not forget to arrive early to change into our comfy robes and slippers and enjoy relaxing in our calming wellness lounge. Late arrival will reduce your service time as we must accommodate the next guest appointment time.

### CANCELLATIONS / NO SHOWS

As a courtesy to our providers and other clients, please note we do require a credit card when scheduling an appointment to guarantee your specific date and time with one of our providers. Reservations that are a no show are charged 100% of all services and reservations that are canceled with less than 24-hour notice are charged 50% of all booked services. Reservations for groups of 4 or more require a 5-day cancellation to avoid 100% charge of all booked services (excluding nonrefundable deposits).

### CELL PHONES

Evexia Wellness Spa is a place of relaxation and tranquility. Please be mindful of other guests and silence your cell phone while in the facility. If you need to take a phone call, we kindly request that you step outside of the spa area if other clients are present.

### SESSION TIMES

All session times include time for pre and post consultations and dressing/undressing. Your 60 min session will be reduced to accommodate the pre and post consults and dressing/undressing.

### GIFT CERTIFICATES

Gift certificates are not redeemable for cash. We cannot accept or verify lost gift certificates. All gift certificates must be presented at the time of service or you must pay by other means. Gift certificates cannot be used for memberships or gratuity. Gift certificates are non-refundable.

## MINORS

Children should not be left unsupervised while in the facility and are asked to refrain from disturbing other guests. Minors under the age of 18 must have the consent of a parent or guardian to receive a spa treatment. Please review our minor policy for each treatment by talking with one of our spa hosts.

## PRODUCT RETURNS

Any product that has malfunctioned or stopped working can be returned within 30 days of purchase with a copy of the sales receipt. Skin care products can not be returned once they are opened.

## WAIVERS/INTAKE FORMS/PRE-POST INSTRUCTIONS

It is recommended that you complete all the required intake and waivers forms online. If you are not able to do so, please see our spa hosts who can provide paper form for completion. It is the client's responsibility to review all pre/post instructions before any services which are located on our website and updated from time to time. It is also, the client's responsibility to ensure they do not have any contradictions prior to receiving any services. Please review all contradictions on each waiver and pre/post instruction forms for services booked prior to service.

## LOST OR STOLEN ITEMS

The spa is not responsible for any lost or stolen items while you are visiting the spa. Please refrain from bringing valuable items with you when visiting.

## POLICY INFORMATION

Prices subject to change without prior notification and once there is a price change, we will not be able to honor old prices. Evexia Wellness Spa cannot be held responsible for lost or stolen items. We do not allow alcoholic beverages on property. All services offered are not a substitute for medical care. All team members are NOT qualified to perform spinal adjustments, diagnose, offer medical advice, prescribe, or treat physical and mental illnesses. No services offered in our spa should be considered a medical treatment. All equipment and services provided or used in our spa is offered as cosmetic purposes only and are not intended to treat any medical conditions.

## PRIVACY POLICY

See our privacy policy.