

Privacy Policy

Booking an appointment: You must be 18 years or older to book an appointment. *All minors are required to be attended by their parent or legal guardian or provide written approval using our form and the **parent or guardian must be present at the time of signing**. This form is only allowable with minors ages 15-17 and it is up to each therapist's discretion if they allow for a minor to receive a treatment without the parent present in the room.* Please carefully review our cancellation policy.

Arrival Time: If this is your first time with us, please arrive 15 minutes early to fill out our client consultation form.

If you have been here before, please arrive 5-10 minutes early for your appointment. If you are late, this will shorten your treatment time. We will do our best to accommodate you depending on the type of treatment you are receiving, but there is a possibility that if you are over 5 minutes late to your appointment that we will need to reschedule you.

Cancellations/No Shows: We are an appointment based business, and your scheduled appointment time is reserved for you only. If you need to cancel, a 24 hour cancellation is appreciated so that we may free up your appointment time to be available for someone else. ***If you no show or cancel the day of your appointment, you will be charged 50% of your service total.***

Appointment Reminders: As a courtesy, appointment reminders are sent out via text or email 48hrs in advance of your appointment.

Payments: We accept cash, debit cards, gift cards, Visa, Mastercard, American Express and Discover. Checks are only accepted by local clients. The first time your check is returned, you will no longer be able to pay with a check.

Children: Absolutely no children under the age of 10 are allowed in the treatment room. There is hot wax, hot towel warmers and various machines that could seriously injure a curious child. No children are to be left in the spa lobby or relaxation lounge while parents are receiving services.

For children's classes, please arrive 5 minutes before class ends to ensure all children are able to be attended by a parent or guardian upon the class ending.

Spa Etiquette

Cell phones: All cell phones must be put on silent upon entering the spa. All phone conversations should be done outside the spa. Due to the ease of picture and video taking, absolutely no phone usage in the bathroom. This is to protect the privacy of other guests.

Gratuuity: Gratuuity is not added into the cost of your service. If you are happy with your service, it is customary to tip your therapist. Standard tipping starts at 15%, but this is of course up to your discretion.

Illness: If you are sick or have a contagious cold, please reschedule your appointment. The health of our technicians and clients after you is of utmost importance to keep the business running smoothly.

Salt Room: The Salt Room sessions are fully clothed sessions. You should wear no less than a Tshirt and shorts into the session. Please relax and enjoy a book, magazine or nap in your session. We would encourage you to NOT use any media of any kind (cell phones, tablets, etc...) during your session. Children are allowed to participate in Salt Room sessions and we ask that you please help keep them as quiet as possible as there are Spa Services being done in the other rooms around the Salt Room.