



## Customer Policies & Prodcedures:

- **Please arrive 15 minutes before your appointment** so that we may start your service on time or even early. A late arrival may require a reduced appointment time, at the scheduled price, and be mindful of the clients that are scheduled after you.
- **Cancellation/Rescheduling Policy:** We ask that appointments be guaranteed against late cancellation or rescheduling with a major credit card. Your card is not billed unless your vacated appointment goes unfilled. We do our best to fill these openings—just like you, we’d much prefer to have another guest take your place than charge for a cancellation. Please provide at least 24 hours' notice if you need to reschedule a treatment. This allows the spa enough time to fill appointments. Late cancellations will be charged 100% of treatments scheduled. “No-shows” will be charged 100% of treatments scheduled. The spa needs to pay its therapists even if a client is a “no-show”. This policy allows us to retain great employees.

- **Quiet, Please:** Please turn off cell phones upon check-in and speak softly. We are a place for all those coming here to relax and enjoy a relaxing and stress-reducing experience.
- **Children:** To maintain our serene atmosphere, we ask that you not bring children to the O Spa. However, we allow children to enjoy certain spa treatments under the following guidelines: children under 16 must be accompanied by an adult, and all children under 18 must have an adult sign their initial consultation form. It is the adult's responsibility to monitor the child's behavior.
- **Gratuities:** Your spa treatment fees do not include gratuities. The customary gratuity for each service provider is 15 to 20 percent. Please leave any gratuities at the reception desk when checking out. Tipping envelopes for cash gratuities are provided at the front desk or you may add gratuity onto your credit card. Tipping is never expected but always appreciated.
- **Jewelry/Valuables:** If possible, please leave your jewelry and valuables at home as you will not need them for your day spa visit. However, if you have such items, be mindful of not leaving them behind in treatment rooms or robe pockets.
- **Communicating your Preferences:** All aspects of treatment can usually be modified to your taste: the amount of light, type of music, table temperature, and whether you choose to have a conversation or enjoy the treatment in silence. Feel free to ask questions. Your therapist will appreciate knowing your thoughts and clarifying any issues you may have.
- **Pregnancy or Medical Conditions:** Be sure to mention any medical information when you book an appointment. Specific treatments may not be advisable for you. Before your treatment begins, let your therapist or esthetician know of any medical concerns or if you're wearing contact lenses before you have a facial. If you are pregnant, massage services are provided only if you are beyond your first trimester (twelve weeks).

- **Modesty Concerns:** It is never required that you are unclothed in front of anyone at our day spa. Towels and robes are provided and can keep you covered. Therapists are well trained in the “art of draping” which means that they leave the treatment room while you get under the sheet on the massage table, and they keep you covered at all times except for the area of the body they are massaging. They also leave the treatment room before you get up from the table.
- **What to Wear during Your Treatment:** If you are having a treatment for the first time, feel free to ask the receptionist or therapist how you should be dressed for treatment. We want to make sure that you are comfortable, so please let us know if you have questions.
- **This is a Professional Spa Establishment:** Our trained therapists and estheticians are here solely to help improve your wellness and relaxation. If a therapist ever feels that a client is behaving inappropriately, they are authorized to stop the treatment immediately and direct you to the front desk.