



Reservation & Cancellation Policy

To ensure the best possible experience for all guests and to respect the time of our spa professionals, we kindly ask that the following reservation and cancellation policies be observed.

Appointment Cancellations

For individual spa appointments, we kindly request a minimum of 24 hours' notice for cancellations or changes. Appointments cancelled with less than 24 hours' notice may be subject to a charge of 50% of the scheduled service value.

For multiple appointments, spa packages, or group bookings, we kindly request a minimum of 48 hours' notice for cancellations or changes. Cancellations made within 48 hours may be subject to a charge of 50% of the scheduled service value(s).

Late Arrivals

We recommend arriving approximately 10 minutes prior to your scheduled appointment time to allow for check-in and any required consultation forms.

Guests arriving late will still receive the remaining portion of their scheduled service whenever possible; however, appointment times may need to be shortened in consideration of other scheduled guests. Full-service pricing will apply.

Our Commitment to You

We understand that plans can occasionally change unexpectedly, and our team will always do our best to accommodate guest needs whenever possible. These policies help us maintain availability, provide exceptional service, and respect the time of both our guests and spa professionals.

We appreciate your understanding and look forward to welcoming you to The Spa at Digby Pines!