

## **Arrival**

We ask that you please arrive 5-10 minutes prior to your appointment to allow time to fill in your consultation form. Whilst we always try to accommodate your treatments in full, we would hate for your treatment to be cut short due to your late arrival. To ensure you arrive on time for your treatments please allow extra time for parking. Please note the car park located behind our building is strictly private parking for the surrounding business and not open to the public.

## **Cancellation Policy**

We understand that sometimes you may need to change your schedule. We kindly ask that you give us a minimum of 24 hours' notice (72 hours for group bookings) Appointments cancelled with 24hours will incur a 50% cancellation fee. The 50% deposit taken for online bookings will be held as your cancellation fee, but we recommend you phone the DAYSPA on 0455 120222 to discuss your cancellation with us. Appointments cancelled within 4 hours, or no shows will incur a 100% cancellation fee (full appointment charge).

Credit card details will be taken upon booking your appointment for all bookings over 60 minutes and will only be charged if you do not give the required notice upon cancelling.

## **Group Bookings**

When making your group booking you will be asked to provide card details to secure your booking, a non-refundable 50% deposit of the total booking is required to be made 72 hours prior to your appointment - if this payment is not made you will be contacted, and it may result in your booking being cancelled. The remaining amount can be settled on the day of your booking in a payment type of your choice. If there is a cancellation within 24 hours of your booking, the remaining 50% will be charged as per our cancellation policy.

## **Serenity**

Please help us to maintain serenity by turning mobile phones on silent or off before entering and not bringing others with you to your appointment.

## **Health & Wellness**

Our priority is your wellbeing. Please inform your therapist if you have any known medical condition that may affect your treatment. If you are unwell, we kindly ask that you reschedule your appointment to keep our team healthy.

## **Pregnancy**

Our caring team can adapt most of our treatments to suit pregnant and nursing mums. For your peace of mind, we advise you to check with your doctor if you are in the 1st trimester. Please notify Spa reception at the time of booking

## **Younger Guests**

Guests under the age of 16 must be accompanied by a guardian and treatments performed in the same room. Treatments are subject to suitability and availability. Please discuss options with Spa Reception prior to booking

## **Online Bookings**

Online bookings are subject to availability and are not secured until they have been confirmed by staff.

## **Tentative Bookings**

Tentative bookings will only be held for 48 hours, if you fail to confirm your bookings with card details as stated in our cancellation policy the space will be given to someone else.

## **Refunds**

All prepaid treatments will be transferred to spa credits or gift vouchers if you are unable to attend your treatment, this does not include cancellations that are in violation of the cancellation policy. Gift Vouchers are strictly non-refundable. Our products are cosmetics, under Australian consumer law unless our products are faulty, we are unable to accept returns or refunds.

## **Prices & Services**

All prices are subject to change at our discretion. Cash, Eftpos and AMEX are accepted.