

## General Policy

- ❖ **If you are sick or not feeling well please reschedule your service. We want to maintain a safe and healthy environment for our clients as well as our staff.**
- ❖ Some of our skin care treatments may be more invasive than others or interfere with certain health issues or medications. Please make sure to discuss ANY skin conditions, medications or any other issues with your therapist prior to receiving a treatment. If you are experiencing any open lesions, cold sores, rash etc., we will NOT be able to perform the service. We also recommend discussing any illness, medications or health issues with your physician as **we are not Doctors and cannot provide medical advice or treatment.** We reserve the right to decline service at any time if the therapist feels it is unsafe to proceed. We may ask for a Doctors ok to continue treatment.
- ❖ **We want everyone to enjoy their time relaxing at Bellagena and we ask that children, under the age of 12 and/or not receiving a service, do not accompany you during your treatment.**
- ❖ We offer many clients a relaxing environment to get away and treat themselves. We ask that you turn off your cell phones and if you must make a call to please step outside.
- ❖ **Gratuuity is never expected but always greatly appreciated. However, we can only accept credit cards tips if a purchase of \$20 or more is made. So if your service is pre-paid and you would like to leave gratuuity, remember to bring cash.**
- ❖ Most services may be purchased in a package of 3 or more at a generous discount. However, there are a few exceptions. (Lash Lift, Rezenerate Facial and OxyGeneo are a few)
- ❖ **If you have a coupon/voucher or other promotion, please make sure to call Bellagena prior to purchasing a second one. Some promotions are Limited One Per Person or New Clients only.**
- ❖ Please note all services including packages are non-refundable and non-transferable. All retail purchases have a 14 day return/exchange policy for unopened/unused products. The only exception to this is a manufacturer's defect or damage.
- ❖ **We do require a credit card to book an appointment. This is to ensure your space is secure and reserve your therapists' time just for you.** Your credit card is not charged at the time of booking and once in our secure PCI Compliant credit card system. If you do not wish to provide a credit card over the phone, we do offer a very easy online booking system where clients have the ability to create a client profile, input their credit card and book or cancel appointments as needed. **Additionally, all clients are invited to visit the spa and pre-pay for their appointment if they so choose.**
- ❖ From time to time we may offer special Gift Card offers, Packages or Services. These specials may have additional limitations on use. Please be sure to check prior to purchasing or using your special offer gift cards, packages or services.
- ❖ **Please make sure to check specific services for any preparation or post treatment requirements or discuss with a provider prior to the service. Service may be declined. (ex. Waxing, Electrolysis & Advanced Skincare Services)**

## Cancellation Policy

We appreciate your time and we know that you respect the time of our therapists. Although, we do understand there are emergencies, we ask that you please contact as soon as you know that you may have to reschedule or cancel. Your cooperation is greatly appreciated. 24 hours notice is required for all reschedule and cancellations. If less than 24 hours notice is given you may be charged a \$25 Fee. If there is a no call no show you will be charged for the full price of the service. Although, the credit card on file will not be charged at the time of booking, the credit card on file may incur a charge according to our cancellation/rescheduling policy.

**\*Please note that these policies are NOT all inclusive and may be changed at anytime without notice.**