

Luxe Lounge & Spa Policies

Luxe Lounge & Spa is committed to providing a relaxing atmosphere. The following Spa policies are intended to enhance everyone's experience with us.

Reservations Policy:

- Please arrive a minimum of 10 minutes in advance of your first spa treatments.
- Services will begin and end on time as a courtesy to the next guest.
- As a courtesy, we attempt to confirm all appointments. Also, you are invited to telephone us prior to your appointment to confirm exact times, services, and ask any questions you may have.
- We understand that sometimes being late is unavoidable. However, depending on circumstances, we may be forced to shorten or reschedule your service.
- Clients who arrive late will be charged in full for their scheduled session, but will receive an abbreviated session.

Cancellation Policy:

- **All services require a credit card (Visa, MasterCard, or Discover) or gift certificate to make a reservation.** Appointments canceled less than **12 hours (48 hours for groups)** or no shows will be charged 50% of service price. Upon check out, you may choose your method of payment.
- We will consider you to be a no show and will charge the fee if you show up later than 15 minutes of the scheduled appointment time with no notice.
- If for any reason Luxe Lounge & Spa needs to reschedule or cancel an appointment, as much advance notice as possible will be given.

Prices Policy:

- We are constantly expanding our services to bring you the latest and greatest. Although we make every effort to keep our website and spa menu updated, please note that prices and services are subject to change at any time.

Gratuity Policy:

- Please note that prices do not include gratuities. 18% gratuity will be assessed for parties of 5 or more.

Monetary Policy:

- Luxe Lounge & Spa accepts Visa, Master Card, Discover, Luxe Lounge & Spa Certificates, and Cash. We do not accept American Express or personal checks.

Satisfaction Guarantee:

- If for any reason you are not happy with your service, please let management know within 48 hours of receiving your service. Management can be reached by phone, e-mail, or at the spa.

Confidentiality and Privacy Policy:

- Client lists, credit card information, and e-mail lists are confidential. We do not share our client lists with outside companies.

Other Tips For Your Visit:

- Please respect the right to a quiet atmosphere for all guests. We ask that you refrain from talking loudly.
- Please refrain from use of cell phones inside the spa and hold all phone conversations outdoors. Please put all phones on vibrate upon entering.