

## Spa Etiquette

Please arrive 15 minutes prior to your scheduled treatment time. We would like to provide you with our relaxing spa rituals and this guarantees that you have time for relaxation and your full service time. Please be aware that if you are late for your appointment, we will do everything we can to accommodate you, the full fee will be charged, but an adjustment on the allotted service time maybe applied.

All appointments are held with a credit card to guarantee arrival. If you choose, you can use a different method of payment for the day of services.

We require 24 hours notice for any cancellations of Spa and Salon appointments. Guests who cancel an appointment within 24 hours or miss an appointment without contacting Hillside Avenue Spa and Salon will be required to prepay for all future services. We understand that personal and family emergencies may arise and we will work with you to reschedule your spa and salon treatments.

For Group Bookings or Bridal Parties, we require a credit card to hold all appointments. We ask for a \$25 deposit for each service that is then applied to your service total the day of your event. This reserves your requested time and guarantees arrival. An 18% service and gratuity charge will be applied for parties of 4 or more.

Give the Gift of Spa! Gift Certificates are available to purchase at Hillside Avenue Spa and Salon, online, or can be preordered for pickup or delivery. All Gift Certificates are redeemable for spa and salon services and retail purchases. They are transferable, but not refundable.