

POLICIES

APPOINTMENTS

Due to the fact that we do not double book or schedule back to back we block out a generous time frame to focus on one client, if you are unable to keep your appointment, please provide us with a 24 hour notice in order to avoid a cancellation fee.

CANCELLATION FEE

All of our appointments are scheduled with a 45 minute window prior to allow us to set up for the service as we provide fresh fruits and snacks, etc. We also block out a 45 minute window after your treatment to make suggestions, answer any questions and educate the client about their skin and post treatment guidelines. There is a lot of effort that goes into each individual appointment. Therefore we require a 24 hour notice for cancellations. There is a 50% cancellation fee with 24 hour notice and 100% cancellation fee for a NO CALL – NO SHOW.

LATE ARRIVALS

The spa service will graciously be performed within the parameters remaining of the time allotted for that service.

CLIENT HISTORY DETAILS

Please provide full details to maximize results & minimize risk of a reaction. All details remain confidential.

ATTIRE

We will provide spa gowns and will drape towels to ensure your privacy. Some treatments such as waxing, body wraps/scrubs & body bronzing require disposable undergarments (we provide) or you can bring an extra pair that may get product on them.

ETIQUETTE

Please arrive on time. Please turn your mobile phone off or silence to ensure a relaxing environment.

CLIENT LOYALTY

We appreciate our regular and referring clients. Therefore we reward them graciously.

We also offer a 10% OFF same day booking to thank you for the commitment.

GIFT CERTIFICATES

Gift certificates are a great way to thank your friends and family. They can be customized or for a specific dollar amount. We also provide gift baskets, flowers, chocolates, spa apparel & gifts to go along with the gift certificates. These can be ordered and paid for over the phone or web site boutique.

PAYMENT & GRATUITIES

Payments can be made by cash, check, Visa, Mastercard, Discover & Gift Certificates (in person or over the phone).

Gratuities are not expected but are greatly appreciated!

SATISFACTION

We put forth every effort to go above and beyond and to provide a memorable experience for you. We want all of our customers to feel that they are truly cared about and not just a number. If you are not satisfied with your service or products please contact us within 24 hours after your service so that the situation can be corrected. It is our policy to provide you with the best professional service and products customized to your skin condition and goals.

PRODUCT RETURNS

No returns will be accepted or services refunded unless authorized by *Bloom Skin Spa Incorporated*. Only unused and unopened products will be exchanged within 30 days of the invoice date. There will be a 20% restocking fee applied for these exchanges.

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