



ETHEREAL DAY SPA

Cancellation Policy

At Ethereal Day Spa, we limit the number of clients seen daily to ensure the highest level of quality service. Due to the time invested in the preparation of your customized treatment, Ethereal Day Spa has instituted this policy for all clients with last-minute cancellations and/or no-shows of their scheduled treatment.

Prior to receiving a confirmed appointment, the following terms must be reviewed and agreed upon:

1. With respect to the time set aside for your individual treatment please provide the courtesy of a 72-hour notice prior to rescheduling or cancelling your confirmed appointment.
Please note: This does not refund the deposit paid for the confirmed service.
2. **New Clients:** An appointment is only confirmed once you have provided a credit card which is kept securely on file as well as a \$100-dollar non-refundable deposit will be charged.
3. **Existing Clients:** An appointment is only confirmed once you have provided a credit card which is kept securely on file as well as a \$50-dollar nonrefundable deposit. **An additional \$50 cancellation fee will be charged to the credit card on file should the confirmed appointment be modified in any way.**
4. Although understandable, unexpected events such as illness, work emergencies and travel delays are not exempt from our cancellation policy.
5. As a courtesy, you will receive an appointment reminder via text message, however; if for any reason you do not receive our reminder, you are still responsible for meeting your scheduled appointment time and will not be exempt from this policy.
6. If our cancellation policy is not honored or if you reschedule your appointment more than 2 times in a 12-month period, Ethereal Day Spa reserves the right to deny or discontinue future treatment.

If you have any questions, please let us know.
We look forward to serving you!

Client Name Printed

Client Signature

Date