

# Spa Etiquette

## *Arrivals*

- Because the sacred quiet of the moment can be disturbed by late arrivals, please plan to arrive 10-15 minutes before the start of the session.

## *Late Arrivals*

- Arriving on time will assure that you will participate in the entire experience.

## *Special Needs*

- If you require a chair or are arriving via wheelchair, please notify us at the time you book your session.

## *Gift Certificates*

- Gift certificates may be used to guarantee your reservation in lieu of payment. Please be sure to give the certificate number at the time you book your session.
- If you are unable to attend and 48 hours notice is given prior to the event, the gift certificate can **ONLY** be transferred if your place can be filled.

## *Last Minute Cancellations*

- You are welcome to send someone to take your place. No prior notification is necessary.
- If you are unable to attend a session or find a substitute, please notify us 48 hours in advance so that we can attempt to fill your place.

## *Refunds*

- Since we are a ministry, refunds are generally not given. These revenues allow those less fortunate to participate at no cost.
- If we are **ABLE** to **FILL** your place, you may transfer the money to another session.