

Spa Etiquette

Noise

The spa environment is not just a hair salon, a place to get a massage or facial, it is one of tranquility and relaxation. Please respect all guests' right to privacy and serenity by maintaining conversations at a considerate volume in all treatment areas. Our relaxation room provides the perfect setting for conversations. We value all of our guests and welcome our younger patrons. Please inform children of spa policy prior to your arrival to ensure they maintain respect to our other guests.

Cell Phones

In consideration of all our guests, we ask that cell phones and electronic devices are turned off upon entering the spa and remain off during your visit.

Amenities

Robes, towels, slippers and toiletries are also provided for your convenience. We ask that you help keep the facilities clean by placing used robes and towels in the provided hampers.

Arrival Time

We recommend that you arrive at least 15 minutes prior to each scheduled appointment to allow time for you to update your client profile and health history, use the restroom and start to relax for your session. Your client profile is necessary to tailor our treatments to your personal needs.

Cancellation Policy

we respectfully remind guests that a reservation constitutes a contract between themselves and Healing Palms Spa and scheduled treatments are reserved especially for you. We require 24 hour advance notice in order to cancel any service with no charge. If your appointment is not cancelled within this notification period, your appointment is considered confirmed. Any changes or cancellations made after the 24 hour window are subject to a \$30 charge for each service. This policy also applies to gift card and certificate holders. Any returned payments are subject to a \$20 service charge as well as 18% service charge for any past due balances over 30 days. I understand that Healing Palms Spa does not give cash refunds on product or services and if I am unhappy with the results of my service I will notify a staff member right away so that my needs can be met more appropriately.

Late Arrival

So that our clients are not inconvenienced, clients are requested to attend punctually for treatment. All spa appointments have been designed to allow appropriate time for full enjoyment of each service. Your late arrival may limit our ability to offer the fullest possible experience. Please be aware that late arrivals will not be afforded extension of scheduled treatments. Treatments will be rendered only for the remainder of the scheduled appointment and you will be responsible for payment for the full service, in the event of more than 30 minutes late will probably not be able to receive the treatment booked.

Return Policy

we do not offer returns on opened product. Unopened product may be returned within 3 business days with a receipt for store credit in the purchase amount. Jewelry cannot be returned for a refund due to health regulations; however Lady Dragon's Treasures will repair any broken pieces at no additional charge if they were made by her.

Massage and Body Treatments

Please specify Therapist gender preferences at time of booking. You may consult with the Therapist directly about style and depth of pressure prior to your service. Guests must be 17 years of age or older to receive massage treatments without a parent present in the session, but must have a parent sign a release in person prior to the first visit. All guests of Healing Palms Spa receive professional massage and bodywork services according to the law, and no sexual remarks or advances will be tolerated, and the result of such behavior will result in immediate termination of my session and I will pay for this session in full. Healing Palms Spa reserves the right to refuse service to anyone.

Special Health Considerations

the range of treatments available in the Spa is varied, and not all may be suitable for every individual. If you are taking medication, have recently had an operation or illness, or have a medical condition, including cancer, it is advisable to consult your doctor before booking treatments. If in doubt, please ask our therapist who has been trained to know under what circumstances a treatment should not proceed, when to refer a client to a doctor and can recommend alternative treatments. We do not wish to disappoint; however your Health and Well-Being are always our priority. Please advise us at time of booking of any health conditions, allergies, injuries or special needs which may affect your services. If you have a contagious illness, we ask that you re-schedule your appointment so that our staff and other guests are not put at risk. These therapies are not a substitute for medical examination, diagnosis, or treatment. I understand the therapist is not qualified to perform spinal or skeletal adjustments, diagnose an illness, prescribe medication, or treat any physical or mental illness.

Pregnancy

While there are a few treatments that should be avoided during pregnancy, there are many beneficial treatments that can be enjoyed. If you have any concerns at all, please let us know. If at any time during your treatment you experience discomfort, please alert your provider immediately.

A reservation specialist is present to guide you in selecting appropriate treatments for you during this special time. We perform our massages with the Mother-to-be lying on her side to best protect herself and baby. Tables with holes in them do not properly support the body and can actually cause strain on the lower back, and are not used in our facility.

Cleanliness

Keeping our commitment to cleanliness, safety and hygiene, our equipment is sterilized and sanitized after every service and treatment.

Loss or Damage

we regret that we cannot be responsible for any loss or damage of personal items. We strongly recommend leaving any valuables and personal articles home.

Payment

Payment in full will be rendered at the time of the service. Visa, MasterCard, Discover, Cash or Checks, Austin Chamber Dollars, Spa Wish, Spa Finder and Spa Week Gift Certificates, Flex and Auto Insurance reimbursement may be available if you qualify.

Gratuities

our listed rates do not include gratuity. A cash gratuity of 18-20% of each service price is appropriate and appreciated.