

glow spa cancellation policy

We understand it's a busy world out there, heck we're all busy, but we ask you to take our time seriously and be professional when booking services with us. By booking a time at glowspa, we are essentially entering into a contract between us. We are obligated to ensure that you have a high quality service at the time you requested and you are expected to show up on time for the appointment you made or contact us within a reasonable time prior to open that spot up for someone else. We hope you'll make your wellness a priority and that once you've made your appointment you prioritize yourself as much as possible. However, if you need to change or cancel your appointment here are the guidelines we would ask you to follow to avoid any late fees.

Cancellation Guidelines

- **Early Cancel** – No charge if you cancel prior to 6 hours before your start time. We prefer 24 hours.
- **Late Cancel** – Inside 6 hrs of your appointment we will charge you \$30 for Floats, \$40 for Massage
- **NO SHOWS/NO CALLS** – full payment of booked services will be assigned to your account.

Late Cancel Details

Inside 6 hours of your scheduled appointment you will no longer be able to cancel your appointment online. At this point late cancel fees of \$30 for floats and \$40 for massages will be added to your account.

You can proactively manage the late cancel fees and there are two ways for you to facilitate this payment.

- Option 1 - (PREFERRED) Go to our online store and purchase a late cancel float or late cancel massage under the appropriate category (floats or massage). Then call or email us and tell us you are cancelling your appointment and that you've purchased the late cancel service. If you would like to reschedule, please include it in your message.
- Option 2 - Call us with your credit card info and we will purchase a late cancel service for you and apply it. If we already have your credit card on file, you can leave us a message to run your card on your behalf.
- If you do not pay the late fee proactively, it will be added to your profile and it will need to be paid before any future services are allowed to happen at the spa. If you show up with a late fees please expect to pay them before you receive any services.

What happens if I have a gift card or Membership?

- If you have a gift card, the late fee will automatically be deducted from your gift card balance the day you missed the appointment. If there is a balance you are free to use the rest towards any future services.
- If you are a member or you have prepaid services, your entire service will be charged for late cancels unless you pay a late fee. You have the option to pay the late fee at your next visit and get that full service back if you wish.

What if I don't call in to cancel prior to my appointment?

- If you **NO SHOW** the appointment or don't call to cancel your appointment you will be charged the full amount of your planned services! You must clear up any outstanding charges before future services are provided. When you show up at the spa we will expect full payment for the **NO SHOW** before you begin.