

# SPA POLICY

To achieve a soothing, relaxing environment, and enhanced Spa experience of Medi-Spa, we kindly request our guests to observe our Spa Policies. We have also listed most FAQs (Frequently Asked Questions) that will guide you when you visit our Spa. Please feel free to contact us with any additional questions or concerns.

## Appointment

Due to the popularity of our unique services, we highly recommend you make a reservation in advance for any of our relaxing spa treatments. However, we will always do our best to accommodate your requests.

A major credit card is required to hold your reservation(s).

You can also email us to schedule an appointment. Please complete the form below. We will reply within two business days. The information you are providing here will not be sold or disclosed to any outside party. ( \* indicates required fields)

*Name	
*Street Address	
*City	
*State	
*Zip	
*Telephone Number	
*Email Address	
Time & Date for Appointment	
Preferred Branch	
Message or Type of Service Requested	

Please check here to receive emails with Spa Special Promotions

## **Cancellations**

The time needed for the service(s) or Spa Package that you schedule is reserved exclusively for you. If you need to cancel a reservation or reschedule one, we require 24-Hours notice for individual services and packages. Please call our office Encino- 818.906.5333 or Calabasas- 818.225.8700 (whichever location you have set your appointment), if no one answers, leave your message on our voicemail.

We reserve the right to charge your credit card if appointment is cancelled or rescheduled in less than the notice required by this Cancellation Policy - \$50.00 for Spa Service or \$100 for Medical Services scheduled.

## **Check In**

Please arrive at least 15 minutes prior to your first scheduled appointment. A complimentary beverage will be served prior to your treatment.

Late arrivals will result in a shortened appointment so the next guest will not be delayed, and you will be charged for the full value of the service. You might also be asked to prepay for any future appointments.

Please Check In by signing in the form provided at the front desk. If it is your first visit with our Spa, you need to fill out some Spa forms for our record.

Please present your Gift Certificate or Gift Card to the front desk before doing your treatment.

For any questions or inquiries, please get the assistance of the front desk representative before doing your treatment.

# SPA GUIDE

## Spa Schedules

Monday to Thursday	~	9:00 a.m. to 6:00 p.m.
Friday	~	9:00 a.m. to 8:00 p.m.
Saturday	~	9:00 a.m. to 4:00 p.m. (Encino location) 10:00 a.m. to 5:00 p.m. (Calabasas location)

## Gift Certificates (or Gift Cards)

Gift Certificates or Gift Cards can be used towards your treatment. However, they are honored for Spa Services or purchase of products only (not applicable to medical services). Your Gift Certificate or Gift Card should be presented before checking in, otherwise you will be responsible for any charges. Also, we regret to dishonor calling in with Gift Certificate numbers only, or doing treatment with Gift Certificate to follow (or presented later).

Gift Certificate and Gift Cards are available for purchase at the front desk. You could also call us at telephone numbers Encino- 818.906.5333 or Calabasas- 818.225.8700, or place your order online - << [click here](#) >>

## Restrictions

For the convenience of other clients, please do not bring your pet or children under age 12 to the Spa.

As a consideration to other guests, please turn off your cell phone or pager while inside the Spa.

We also suggest for you to please leave your valuable items at home when doing your treatment. We would appreciate it if you could come with no jewelries – most of our services require removal of jewelries. We regret, but we will not be responsible for loss or damage of your personal items.

Any sexual solicitations are not tolerated and will be reported to authorities.

Please remember that the room must be prepared and used for the next client and should be vacated after treatment upon completion of service within a reasonable amount of time.

We regret, but we do not allow smoking inside the Spa.

## **Health, Allergies, or Pregnancy Considerations**

When visiting or calling for your appointment, please make sure to notify our staff if you have some health conditions, limitations, allergies to medications or fruits, physical ailments, medications you are currently taking, or if you are pregnant.

We also encourage for you to alert our therapist immediately for any discomfort during your treatment.

## **What to Wear**

Please come in with your most convenient wear that will be easy for you to undress when you check in. Our services would be more convenient if you are free of restrictive clothes and jewelries. You will be asked to put our robe on in a private room and sleepers will be provided for you.

If you are getting facials, we encourage for you to come in with no make up on. We also suggest to please let us know if you are using some skin medications before doing your treatment.

## **Shaving (or Numbing Application) Before Treatment**

Our laser or waxing services require our clients to come in shaved. This is so to eliminate delay with your own schedule and other guests as well.

On numbing application, please follow the instructions provided to you by our front desk. If it is your first time to use numbing cream, please get the information from our front desk two days before your schedule. We charge \$10 for numbing application on a small area.

## **Laser Services**

## **Payments**

We accept cash, local personal checks, and most major credit cards. We charge \$25 minimum for a returned check, or 10% penalty for refund.

## **Gratuities**

Gratuities (or tips) are not included in our prices, but highly appreciated by our staff. The standard gratuity is 15% - 20% of the cost of service provided.