



730 Chambersburg Road
Gettysburg, Pennsylvania 17325

Phone: (717) 334-8423
guestservices@gettysburgdayspa.com

www.gettysburgdayspa.com
facebook.com/gettysburgdayspa

at Willoughby Run

Policies

Gettysburg Day Spa is a warm and inviting spa experience, offering touch, rest, relief from stress and improvement of health and wellbeing. We are perfectly suited to your busy lifestyle and offer a wide range of services. We bring you a variety of choices in hair, skin, nail and body care that will pamper your body and indulge your senses with the finest in beauty secrets.

At Gettysburg Day Spa we're committed to your complete satisfaction and hope to exceed your expectations. We've worked hard to create the perfect environment. Your personal recommendation of Gettysburg Day Spa to family, friends and co-workers is the highest honor you can give us. We value your opinion therefore, feedback is appreciated. You can email us at guestservices@gettysburgdayspa.com

Gift Certificates are perfect for anyone who deserves some special pampering. Gift certificates are available for any service, combination of services or any dollar amount. You can purchase our certificates at our website www.gettysburgdayspa.com

If purchased by phone there is a \$5.00 handling fee added

- Are not refundable
- Cannot be redeemed to purchase another gift certificate
- Can be replaced if lost or damaged for a \$5.00 fee
- Are valid only for price at time of purchase.
- Salon increases are the responsibility of the recipient

Prepayment for Services are accepted using a valid credit card only. If you are unable to utilize all of the prepaid services, the remaining prepaid value can be credited back to the original credit card with a photo ID that matches the credit card only. If you do not have the original credit card *and* photo ID available a salon credit will be provided for remaining amount of prepaid value. There will be a processing fee of 3% of total remaining balance to process the refund on the credit card. *The credit will not be issued until after services are rendered.*

Scheduling: We ask our first-time clients to check in 20 minutes early to prepare for your services. It is important to arrive on time so you can maximize your service.

Late Arrivals: We schedule according to the amount of time each service requires therefore late arrivals may be asked to reschedule or have the length of their service adjusted. When you are late, it is inconsiderate to expect the next client to wait while your service is being finished.

Cancellations: As a personal courtesy we request that you call at least 48 hours in advance to cancel an appointment.

Guaranteed Appointments: All services must be guaranteed with a credit card. We require a 48 hour cancellation notice. If you do not show you will be billed for the full amount of the service if you are a first-time guest, and \$35/hour for returning guests.



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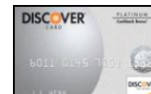
at Willoughby Run

Gratuities: Will be added for special occasion services at 20%. This includes, but is not limited to Day Packages, Weddings, Proms and Homecoming. *A separate listing of Day Packages is available upon request.*

A gratuity of 20% is customary for salon and spa services if you are pleased with the service you received. Gratuities are accepted in the form of cash and personal check written to the employee. It is not possible for gratuity to be added on a credit card (unless it is included in a spa package).

Payment Policy: We will only accept credit card or cash.

For your convenience, we presently accept American Express, Discover, MasterCard and Visa.



Checks

Are only accepted for repeat clients of 6 months or longer. You will be charged a \$35 fee for each check returned. We do pursue legal means and your name will be given to the local magistrate to prosecute to the full extent that the law will allow.

Children are not permitted in any spa area. For the comfort of our clients and to minimize the amount of people in the salon & spa at a time, extra guests and children will asked to wait in the car or not accompany you.

Right of Refusal / Suggestive Service: If a client displays visible signs of a medical issue whether currently under treatment or not, the staff maintain the right to refuse service until such time that the condition is clear.

Hours are by appointment

- Monday 10-6 ● Tuesday 10-8 ● Wednesday 12-8
- Thursday 9-8 ● Friday 9-6 ● Saturday 9-5

Walk-ins are welcome. Services provided upon availability.