

# Policies

730 Chambersburg Road · Gettysburg, PA 17325 · 717-334-8423

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Gettysburg Day Spa offers a warm and inviting spa experience, with improvement of health and well-being while relief from stress and relaxation are the main focus of your experience. We offer you a variety of choices in hair, skin, nail and body care that will pamper your body and indulge your senses with the finest 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 for self-care and relaxation. 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.

**Gift Cards and Certificates** are perfect for anyone who deserves some special pampering. Gift certificates are available through our website for specific dollar amounts, while gift cards are available for purchase in the spa for any service, combination of services or any dollar amount. For even easier shopping call 717.334.8423 and we will be happy to arrange the details over the telephone.

- Purchased by phone will have \$4.00 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.

**Scheduling:** We ask our first-time guests to check in 20-30 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 guest to wait while your service is 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.

**Gratuities:** Will be automatically added to the following: groups of 3 or more, special occasion services, color services that require 3 hours or more and hair extension services at 20%. This also includes, but is not limited to Day Packages, Weddings, Proms and Homecoming.

A gratuity of 15-20% is customary for salon and spa services if you are pleased with the service you received. Gratuities are accepted in the form of cash, Venmo, Cash App, Paypal and google pay 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:** For your convenience, we 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, we ask that children 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 9-6 • Tuesday 9-8 • Wednesday 9-8

Thursday 9-8 • Friday 9-6 • Saturday 9-4

**Walk-ins are welcome. Services provided upon availability.**