



VP Steam Spa Policy

NO REFUND - SPA CREDIT ONLY. CREDIT WILL BE APPLIED TO YOUR NEXT SERVICE OR PRODUCT PURCHASE. PLEASE CANCEL/RESCHEDULE YOUR APPOINTMENT WITHIN 24 HOURS. NO CALL. NO SHOWS FORFEIT YOUR DEPOSIT. NO EXCEPTIONS.

First Time Visitors: Please arrive on time, or a few minutes before your appointment to allow time to complete your consultation form if unable to complete it online.

Late Arrivals: As a courtesy to all of our guests, and in order to remain on time with our appointments, late arrivals will not receive an extension of service time and will be responsible for full-service fees. After 15 minutes, your appointment must be cancelled, and your deposit will be forfeited.

Cell Phones: Please mute devices and cell phones.

Age Requirement We do not service children under the age of 14.

Entourage Policy: Due to limited space, please do not bring an extra guest with you unless they are receiving a service within the same time frame. Please note: children are not allowed to wait during your time of service.

Cancellation Policy: We require a credit card deposit or a gift certificate number to secure an appointment time. VP Steam Spa takes pride in our ability to provide personal service to all of our clients. We require a 24-hour cancellation/change notice in the event that you need to cancel or reschedule your appointment. Same day no-shows/no calls will forfeit your deposit initially paid. Cancellations and no-shows affect us and other clients greatly and cannot be accepted without a penalty charge. By giving us your credit card information, you are authorizing deposits to be forfeited. Party bookings will forfeit ALL DEPOSITS if a cancellation is made less than 48 hours prior to the scheduled party.

Sickness: If you have any cold, flu, or COVID-19 symptoms, your appointment will be canceled immediately, and a spa credit will be issued.

Client Signature

Date

Practitioners Signature