

harmony

D A Y S P A

Spa Policies and More

Harmony Day Spa has a 24 Hour cancellation / rescheduling policy.

48 Hour cancellation policy for any Two hour Service

We understand that life throws some curve balls when you least expect it. We too also experience it as consumers. However, we must have policies that respect our guests who want to enjoy our services as well as our hardworking and joyful team, as such:

Cancellation Policy

- The first time you miss (AKA "no-show" or "no call") your scheduled appointment, cancel the appointment **with less than 24 hours' notice**, there will be a non refundable charge of 50% of the scheduled service as a "therapist disruption" fee.
- This policy is in place and out of respect for our therapists as well as our clients. Cancellations with less than 24 hours notice are difficult to fill, even with a wait list. By giving last minute notice, or no notice at all, you prevent someone else from being able to schedule into that time window. With 24 hours notice a wait list works. But we can't utilize a list with a no show or no call.
- Furthermore, any service that is two hours requires a **48 hour cancellation notice**.
- Any appointment that is rescheduled more than **6 times** within the cancellation time frame you have not been charged. However somehow our schedules our not working for you and this disruption is too difficult so we will give you names of other business who may have more flexibility with your schedule.

This is why we request a credit card at the time of booking. Your data is completely safe with our merchant provider and we are PCI compliant

Late Policy

- Arriving more than 20 minutes late may result in us having to reschedule your appointment.
- Please call as soon as you realize you need to arrive late, and we will see how we need to proceed. If we can take you due to scheduling we will. If we have to reschedule you the 'therapist disruption' fee will be charged. If you can make an appointment with therapist **within 2 weeks** HDS will credit the service charge towards the schedule service used at the time of this re-booked appointment as a courtesy to you.
- Subsequent not showing up for your scheduled and confirmed appointment (aka 'no-show') **you will be charged the full price of the service**.
- Likewise, if any of our therapist are running behind schedule you will receive a phone call and always the entirety of your appointment.

Unwell Policy

We do not work unwell and expect the same from our guests. When you cancel we believe you are truly sick and getting the needed bed rest. We don't expect to see you in the shops, restaurants, gyms, markets, etc. after you called to cancel because you're positive with Covid. We expect you would follow the Health guidelines which is still to quarantine at home, just like you might with the Flu. We want you home having some soup and getting well. WE may need to charge the therapist disruption fee if this start to become a pattern of 'Covid cancels' as this disrespectful of our therapist's time .

Unfortunately, we have been forced to implement this policy due to too many scheduled and confirmed appointments simply not showing up for large blocks of time. The financial and moral impact on our therapists is simply yucky and not how we treat people.

Thank you for you understanding and cooperation.