

CANCELLATION POLICY

Dear Customers,

Most of the services we offer require preparation time to get our facilities and team ready for your visit. At iGlow Spa, we put you at the heart of everything we do, and your comfort and wellbeing during our sessions is a priority for us. Because of this approach and increased demand for our services we kindly ask you to consider our policy when making or cancelling your booking with us. Let other Spa lovers use your visit if you no longer can attend! Thank you for your cooperation!

CHANGES/CANCELLATIONS

Please provide your changes to existing reservations or cancellations at least 24 hours prior to your visit to avoid the cancellation fee of 50% of your appointment cost. If you cancel within 5 hours of your appointment time, 100% of your treatment cost will be required. If you do not turn up for your appointment, you will be required to pay for your treatment in full. For rebooking of existing appointments, a deposit of 20% will be required.

PAYMENT

Payment of cancellation fee will be due on the day of your original treatment and bank details will be sent through via SMS. This payment is required prior to any future appointments being made.

ARRIVAL

Please arrive at your scheduled appointment time. If you can't arrive on time, do let us know! We'll do our best to accommodate this change but, in respect for other clients' time, we can't guarantee a full-service time if you come late.

Thank you for your understanding.

iGlow Spa Team