



## **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**

Less than 24 hours' notice will result in a charge equal to 50% of the reserved service amount. "No Shows" will be charged 100% off the reserved serviced amount. Less than 24 hours' notice or no shows for appointments using gift vouchers, your whole gift voucher will be voided (as stated on gift voucher). For appointments made within the 24-hour period, the client must cancel within 5 hours of the appointment time, or this will result in a charge equal to 50% of the reserved service amount. 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**