



Change & Cancellation Policy

Thank you for choosing to schedule an appointment with us. When you book with us, we allocate resources including time, staff, equipment, and space to serve you. Please understand that by reserving your appointment slot, we may have declined other clients. If you need to make any changes to your appointment, we kindly ask for your cooperation and prompt communication.

Appointment Confirmation:

We send reminders to prevent no-shows. If you need to modify your booking, please inform us in advance as outlined below.

Deposit Requirement:

A 50% non-refundable deposit is necessary upon booking to secure your appointment. This deposit will be deducted from your treatment cost.

Change of Appointment:

Changes should be requested no later than 6 pm on the day before your appointment. For same-day appointments, please provide at least 2 hours' notice.

Cancellation Policy:

To avoid cancellation fees, please notify us by 6 pm the day prior to your appointment. For same-day cancellations, please inform us at least 2 hours in advance.

Change and Cancellation Fee:

Changes or cancellations made on the day of booking will incur a fee equivalent to 50% of the service cost. This fee is payable on the original treatment day. However, if we can reschedule your appointment to an earlier time or day, this fee will be waived.

No-Show Policy:

Failure to attend a scheduled appointment without prior notice will result in a no-show fee equal to the full-service cost. For appointments using Gift Vouchers, the full voucher value will be redeemed.

Notification Process:

Please notify us of any changes or cancellations during business hours via email at info@iglowspa.co.nz or text at 021611806.

Right to Make Changes:

iGlow Spa reserves the right to adjust scheduled appointments due to unforeseen circumstances such as staff shortages or equipment issues. We will notify you promptly and make every effort to accommodate your needs.

Late Arrivals:

Please arrive at least 10 minutes before your scheduled appointment time. While we strive to accommodate late arrivals, delays exceeding 15 minutes may result in shortened service time.

Exceptions:

Management may consider exceptions to the cancellation policy in cases of emergencies or unforeseen circumstances.

Group Bookings:

The change and cancellation policy applies to the entire group for group bookings.

Policy Acknowledgment:

By booking an appointment with us or confirming your attendance, you agree to adhere to the terms of this change and cancellation policy.

Thank you for your valued patronage and understanding.