

2022 POLICIES AT EMERGE

RESERVATIONS

We are now requiring a credit card to reserve all appointments at Emerge. A deposit will be required of all new guests to secure your reservation. Deposit amounts vary based on the cost of the service(s) for which you are booking. The card will be used to charge missed appointment fees or to prepay for appointments. *We are now able to use your card on file as payment at the time of your service as well.*

CANCELING / RESCHEDULING

Spa appointments are reserved especially for you, so we ask that you schedule your appointments with care and notify us at least 48 hours (2 days) in advance if you need to change or cancel your appointment. We offer courtesy reminders via email 3 days prior and via text message 48 hours prior to scheduled appointments. In the event these system-generated reminders do not reach you, it is still your responsibility to keep, cancel or reschedule your appointment in a timely manner.

Fees for canceling or rescheduling with less than 48 hours notice are as follows:

Canceling or rescheduling 24 - 48 hours before appointment: 20% of service(s) scheduled

Same day cancellation / rescheduling: 50% of service(s) scheduled

*No show: 100% of cost of service(s) scheduled **As of 9.20.2021*

In the event there is not a valid card on file, the fee must be paid prior to the next appointment.

These spa policies were established to ensure that our service providers are compensated for the time they set aside for guests. Without proper notice of cancellations, service providers are unable to re-book these appointments. We greatly appreciate your understanding and cooperation!

PUNCTUALITY

Arriving late may interfere with your treatment time. In the event of an abbreviated service due to late guest arrival, the service charge will remain the same. If you are more than 5-10 minutes late, we may not be able to perform the service at all. *In this case, you will be asked to reschedule and be charged a missed appointment fee.*

PRODUCT RETURNS

All sales are final. Emerge will only accept returned items within 30 days of purchase if they are unopened and in their original condition. Exchanges are accepted on a case by case basis at the owner's discretion unless the product is defective. Services and gift cards are nonrefundable. Packages are also nonrefundable and may only be used for service listed in the package description and cannot be shared.

CHILDREN IN THE SPA

***Due to Covid-19 we are not allowing any guests to accompany you at this time to an appointment unless they have a scheduled appointment themselves.**

If this necessitates rescheduling your appointment, please note our 48 hour cancellation policy.

MEDICAL NEEDS

Please inform us of any medical needs that require special attention at the time of your booking and again at the time services are received. In the event you are unwell and possibly contagious (especially during flu season), please consider rescheduling your appointment not only for the well being of our providers, but for other guests as well.

SATISFACTION GUARANTEED

Please inform us of any concerns you may have prior to receiving a service and then again at the time of the service. If we do not have any immediate answer, we will get back to you.

If you are ever dissatisfied with a service you receive at Emerge, please contact us within 48 hours of your appointment so that we may address your concerns in a timely manner.

If it is concerning a waxing service, please note that waxing touch-ups **MUST** be performed within 3 days of the original service to be considered a “touch up.”

Emerge reserves the right to modify, discontinue, or adjust prices on treatments and products offered without prior notification to ensure that maximum standards of service and quality are met. If you have any questions, please ask when booking your appointment.

I have read and understand these policies.

_____ **(Print Name)** _____ **(Date)**

_____ **(Signature)**