



**Cancellation Policy:**

All appointment cancellations must be made 24 hours prior to the scheduled appointment time by calling 317-222-5641. Any late cancellations or missed appointments will result in a \$25 charge to the credit card on file or the value of the gift certificate. Appointments scheduled within the 24 hour window are considered confirmed and cannot be cancelled without penalty.

**Arrival Policy for New Clients:**

In order to ensure that you have the best experience possible, we ask that clients who are visiting us for the first time arrive at least 10 minutes prior to your appointment time to fill out the necessary paperwork and get acquainted with our studio. If you need directions, we'll be happy to assist you.

**Holding Appointments with Credit Cards and Gift Certificates:**

You will be asked to provide a credit card number or gift certificate number to hold your appointment at the time of booking. Please have a credit card or the gift certificate number available when calling to book your appointment. If you are using a gift certificate to pay for your session, you must bring the gift certificate with you at the time of service.

**SpaFinder:**

We are very happy to take your SpaFinder/SpaWich gift certificates. Please be prepared to provide the studio with the SpaFinder card number at time of booking your appointment. Our 24 hour cancellation policy applies. Please bring the actual gift certificate with you at the time of service.

**Returns:**

All sales are final. We are unable to process any returns or reimburse any payment for services or gift certificates purchased.

**Coupons and Discounts:**

Coupons and Discounts (including our new client rate) cannot be combined with any other offers.

**Lost or Stolen Gift Cards/Certificates**

If using a gift certificate to pay for a session, clients must present the gift certificate at the time of service. If it is lost or stolen, the value/service of the certificate is no longer valid and cannot be redeemed. We are unable to make exceptions to this policy.