

## *SPA ETIQUETTE and POLICIES*

**Cell Phones and Pagers:** Please turn off your cell phones and pagers. The spa and salon is a place of peace, relaxation and quiet.

**Client Courtesy:** Be mindful of other of other clients. Please refrain from loud talking, our services are intended to be a personalized experience for each clients. Respectful behavior observed by all helps ensure that clients can relax and enjoy their service to the fullest.

**Spa Treatments:** Please arrive 15 minutes prior to your appointment time for Spa Treatments as extra time is needed to check in and change into a robe which will be provided to you by J. Nicole's. During all of your treatments, your body will be fully draped except for the area being worked on. Please let us know if you have any special medical or physical needs or conditions. Please no children under 18 without scheduled appointments.

**Shaving:** Shaving is not recommended before any Body Treatment, Pedicure or Gentleman's Facial. The exfoliants used in these services can be too abrasive if someone has just shaved. If you do choose to shave, please shave at least four (4) hours prior to your service.

**Cancellation Policy:** J. Nicole's requires 24 hours notice to cancel any appointment. A deposit is required to hold your reservation for all multiple-service appointments.

**Gift Card Policies:** Gift cards can be purchased online, inside the spa & salon or by phone order. They expire 2 years from date of purchase. Gift Cards are non refundable and not redeemable for cash or credit. They cannot be duplicated if lost, stolen or destroyed. Gift Cards cannot be used for gratuity.

**Products & Services:** All of our products and services are customer satisfaction guaranteed. We can not issue refunds for services and/or products unless they are unopened due to sanitary reasons. Our services are guaranteed by the technician that provided the service. There are no refunds on services rendered. Retail Refunds and errors are handled by management at an off-site location and can take up to 2 weeks to refund. There are no refunds processed at the salon location. Absolutely no cash refunds will be made at the salon. Cash and check refunds will be processed by the management and mailed to our guests.

**Technician Pricing:** All prices listed are level 1 technician prices. Level 2 prices are additional \$5. Level 3 prices are additional \$10.

**Level 1 Technician:** 18+ months experience and completed training within the company.

**Level 2 Technician:** 3+ years experience and completed advanced training at continuing education facilities throughout the U.S.

**Level 3 Technician:** 10+ years experience, Active Educator/Instructor, has completed advanced training at off site continuing education facilities throughout the U.S. and around the world.

**Amenities:** Tanning Bed, Steam Room and In-house Finish Hairstyles can be experienced for an additional charge with any service. (Free of charge for our VIP members).

- All prices and service times are subject to change at any time due to pricing increases and/or an individual technician's pricing, experience and efficiency.