



Salon and Spa Guest Cancellation and No-Show Policy

Cancellation Policy

In the event that you need to cancel your salon or spa appointment, please be sure to give us a minimum of 24-hour notice. This allows other guests to reserve an appointment during this time slot.

After the second cancellation with less than 24-hour notice, you will be required to provide a credit card for your guest account in order to schedule any future appointments. Any subsequent appointments with less than 24-hours notice are subject to a cancellation fee of 50% of all scheduled service(s).

No-Show Policy

We understand that life happens and sometimes you forget about your appointment, however, after two no-showed salon or spa appointments, you will be required to provide a credit card for your guest account in order to schedule any future appointments. Any subsequent no-showed appointments are subject to a fee of 100% of all scheduled service(s).

Great Escape Pass Members

For all Great Escape Pass Members, any passes left on your client account will be applied to any massage, facial, or peel appointments that are cancelled with less than 24-hour notice or no-showed. In the event that there are no Great Escape Passes on your guest account, your credit card on your guest account will be charged the \$80 Great Escape Pass fee. All other appointments will fall under the above policies.