

Spa Etiquette

Spa Reservations – To ensure your preferred appointment time, it is recommended you schedule your spa experience with as much advance notice as possible or at the conclusion of your last experience. Our professional staff allocates time especially for each guest, therefore, a credit card is requested to guarantee these reservations. All spa experiences are subject to availability. Menu service and prices are subject to change without notice. We reserve the right to refuse service to anyone.

Spa Arrivals – To begin your spa journey in a relaxed state, we ask that you arrive 15 minutes prior to your scheduled appointment time. For a new guest, please allow 15 minutes to accommodate completion of your guest profile. Spa robes, slippers, private lockers and beverages are provided for your comfort. Delayed arrival will limit the time for your experience, reducing the effectiveness of your treatment and the expectations of your visit. In consideration of other spa guests, service time will not be extended for delayed arrivals, and the full price of your service will be charged. Please notify our staff if there are any special physical or medical needs or conditions they need to consider prior to your services (i.e. pregnancy, food or product sensitivities or aggressive medications). We recommend that valuable items be left at home. Oasis Day Spa is not responsible for lost or stolen items.

Spa Cancellations or Rescheduling – As a courtesy, you will receive a confirmation of your reservation prior to your arrival. Should the need arise to cancel or reschedule reservations, a 24-hour advance notice is required. A 48-hour advance notice is required for any spa packages and multiple treatments lasting more than 2 hours. Insufficient notice to cancel or reschedule reservations are subject to charges up to full service value. All no show reservations will be assessed a charge at full value of services. Spa Parties are subject to terms of agreement for cancellations.

Spa Requirements – We accept guests of all ages, however, some services may require parental release before the services can be rendered. So that all guests may experience a pleasant and peaceful environment, we ask that only those receiving services accompany you to the spa.

Spa Payments – We accept Cash, in state checks, MasterCard, Visa and Discover Credit Cards and Oasis Day Spa Gift Certificates. There will be a \$50.00 fee each time a check is returned as well as any incurred charges for collection of payment owed.

Oasis Gift Certificates – Certificate value may be used to purchase products and services at face value. This card cannot be used to purchase other gift cards. The card must be presented at time of purchase and the available balance will be applied to the transaction. Prices vary and are subject to change without notice. Redemption of gift certificates are subject to certain restrictions and expirations. The Certificate is non-refundable and may not be redeemed for cash. Any unused balance will remain on the certificate for future use. Gift Certificates are not transferable and The Oasis Day Spa is not responsible for any lost, stolen, damaged or unauthorized use of the card. No express or implied warranties apply.

Gratuities – Are not included in the value of the services and are at the discretion of the guest. All gratuities are placed in a Discreet Envelope for the specific technician who performed your service. *If you would like to include the Oasis Front Desk Staff and Spa Coordinators in the gratuity please advise the front desk at check out.*

Spa Products and Returns – In keeping with Oasis Day Spa's vision, purity and quality are essential elements in our skin and body care products. In the event you are not satisfied with a skin or body care product, you will be given spa credit if the product is returned within 30 days of purchase. For other retail items, a refund will be issued as spa credit or back in the form of which payment was received within 30 days of purchase.