



AVANTI *Day Resort*

Salon & Spa Policies

APPOINTMENTS

Guests are encouraged to make an appointment, although walk-ins are welcome.

We ask our customers to cancel their appointment at least 24 hours in advance for all single services and 48 hours for any 2 or more services. Cancellations that are not received within the proper time frame are subject to a 50% cancellation fee. No shows will be subject to a 100% fee; therefore, for all services, a credit card or gift card number will be required at the time of booking. Please keep in mind that due to the nature of business, there will be a time that we will not be able to accommodate late arrivals, and the client will be responsible for full-service fees.

GIFT CERTIFICATES

Gift Certificates that are issued as a dollar amount can be used for any service provided by our salon and spa, including the purchase of products, however they cannot be used to purchase other gift cards, or online gift certificates. All remaining balances must remain on your card and cannot be redeemed for cash. Avanti Day Resort is not responsible for cards that are lost, stolen, damaged or used without authorization.

Gift cards/certificates must be present at the time services are rendered.

Gift Certificates are non-transferable and are non-refundable.

SPA ETIQUETTE

As a courtesy to our guests, and for their own safety, children under 12 are not allowed in the spa area. Any child under the age of 18 receiving a spa service must have a consent form signed by a parent or guardian.

Pregnant women in their first trimester and women with a high-risk pregnancy should avoid many types of treatments at spas. If you are pregnant, be sure to tell the Customer Service Coordinator your current status when booking any appointments.

Always check with your obstetrician before going to any day spa.

In consideration of our other guests, please turn off your cell phones and pagers while in the salon and spa area. Absolutely no still pictures, video and/or video chat of any kind in locker rooms and spa areas.

For spa services please plan to arrive at least 15 minutes prior to your appointment to dress into a spa robe and to fully enjoy our relaxing tranquility room and dry sauna.

RETURNS

Retail items can only be refunded if unused, in its original packaging, and presented with a receipt within 14 days of purchase. Store credit only, will be given for all accepted returns. Professional retail returns will receive full store credit, while Boutique returns will be Boutique credit only. Jewelry is non-returnable.

PAYMENTS & GRATUITIES

We accept VISA, MasterCard, American Express and Discover.

We also accept Spa Finder and Spa Wish Gift Cards. If there is a remaining balance on a Spa Finder/Wish gift card, it will be given on an Avanti Gift Card. We do not accept Spa Week gift cards, nor do we accept checks.

Any gratuity a client leaves is greatly appreciated.

Gratuities are cash only...ATM and envelopes are provided for your convenience.

SATISFACTION

All our services are guaranteed 100%! In the event, that you are unsatisfied with your service(s), please contact us within 7 days of your service.

We will schedule a consultation appointment to discuss, and/or to correct any problems that you have had with your service(s). We request that, whenever possible, your original service provider be allowed to perform your corrective service. Please note that all re-do services must be approved by management and must be scheduled no later than 14 days from the date of the original service. We regret that, in general, we are not able to offer refunds for services rendered.

We are not responsible for lost, stolen or damaged items.

Salon & Spa prices are subject to change without notice.