

## **Maggy's Salon Services on Demand ETIQUETTES & DISCLAIMER**

**PLEASE TAKE A MOMENT TO READ THIS**

### **Special Consideration**

Customers who have high blood pressure, heart conditions, are pregnant or have any other medical complications are advised to kindly inform your spa therapist of any existing medical conditions.

### **Medical Conditions**

If you have any type of medical condition, be sure to mention it when you book an appointment.

Certain treatments may not be advisable for you.

Also, tell the technician if you're wearing contact lenses before you have a facial.

### **Attire**

Please wear comfortable, light clothing or a bathrobe.

Undergarments are optional, however private parts will be covered by a towel.

### **Mixing Activities and Services**

On the day of treatment, try to stay out of the sun and avoid alcoholic beverages.

Also don't schedule a physically demanding endeavor after a massage appointment.

Be advised that we work with professional therapists and that sexual services are NOT part of our services.

### **Punctuality**

Our therapist arrives 10-15 minutes early to set up. If you are late, your treatment time will be shortened.

### **Communicating Your Preferences**

Be sure to speak up. All aspects of treatment can be modified to your taste:

Amount of light, music volume, temperature, and whether or not you choose to have a conversation or enjoy the treatment in silence.

If you want the therapist to give you a deep massage, or be gentler, let him or her know.

Also, feel free to ask questions. Your therapist will enjoy knowing your thoughts and clarifying any issues you may have.

If any part of your experience is unsatisfactory, first tell the therapist. If the response isn't helpful, speak to a manager on duty.

### **Shaving**

If you must shave, do so at least four hours before your scheduled appointment,

particularly if you're a man receiving a facial or a woman receiving any kind of scheduled bodywork.



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### **Eating and Drinking**

Try not to eat for at least an hour before a treatment, and avoid the consumption of alcohol on the day of a treatment. Drink plenty of water before and afterward, especially if you plan to have a full body massage. Water at room temperature is best recommended for the body.

### **Gratuities**

Gratuities are not included. About 15 percent is customary, but you may of course leave more or less, depending on the quality of the service. You may give it directly to the therapist. If you receive multiple services from different people (a massage therapist, a facial aesthetician, etc.) You may leave a separate tip for each of them.

### **Cancellation Policy**

A 24-hour cancellation notice is required to help us re-schedule your appointment, subject to space availability. Any cancellation with less than 4 hours' notice will incur a 50% cancellation fee. Full charges will be imposed for a "no-show".

### **Prices & Services**

Prices and services are subject to change without notice.

### **Gift Certificates**

Gift certificates for our treatments are available at all Maggy's locations. For more details, please contact us.

### **Refund Policy**

For on demand out of salon services we will charge an internet down payment through our website e-gift card of \$50. <http://www.maggysaruba.com/maggys-egift-certificates/>

Be advised that we work with professional therapists and that sexual services are NOT part of our services. In case of requesting sexual services, service will be terminated and no refund will be given.

### **Payment**

We accept cash and all major credit cards. Prices are subject to change without prior notice.