



Spa Party Payment Agreement & Cancellation Policy

Thank you for booking your party with the Rose Spa. To help us better serve you, we have listed below our policies for spa parties.

1. **Deposits:** We require \$50.00 deposit for small parties and \$100.00 deposit for large parties. The deposit will be applied to the party's total bill when services are rendered.
 - a. **Exception:** When the party is cancelled with less than 24 hour notice. The card on file will be charged a ***non refundable*** 50% of all services that would have been rendered.
 - b. Each party member may pay separately on the date of service.
2. **Cancellations:** Cancellations for parties are required at minimum 24 hours prior to the date of services being received. If you do not notify the spa before the 24 hours prior to the date of service, we will charge the card on file for a ***non refundable*** 50% of all services that would have been rendered.
3. **Party Member Changes:** We allow additions to the number of party members up to 48 hours prior to the date of service. Please keep in mind additions made close to the date of service will be honored *IF* there is room on the schedule. We also allow deletion of some party members up to 48 hours prior to the date of service.
 - a. Removing people from the party may change the pricing of the overall packages quoted. The packages are discounted when more people are receiving services and the discounts may be lessened if some of the party members cancel.
 - b. A substitute guest may come in place of a person cancelling for the same services at the same time.
4. **Party Service Changes:** We allow change of services for party members up to 48 hours prior to the date of service. When changing services close to the date of service, we will do our best to accommodate all requests.
5. **No Shows/Lateness:** In order to effectively accommodate your party, your promptness is required and appreciated. We cannot guarantee appointments for party members arriving more than 10 minutes past their scheduled appointment times. If time allows, the client will have the option of accepting an abbreviated version of the scheduled service at no discount.
6. **Food & Beverages:** We offer complimentary red or white wine to party members over the age of 21. We allow party members to bring in their own food. We have a bar top for serving catered food and also a table in the relaxation room for smaller food platters your party provides.
7. **Day of Service Schedule:** The host/hostess will be provided the start times for party member services. It is important to note that to make sure everything goes smoothly that everyone arrive on time and is ready for their scheduled services. ***Guests should arrive 15 minutes prior to the start of their treatments to fill out intake forms, relax, and get changed into robes as necessary.*** It is not possible to switch appointment times or services around on the day of to accommodate late guests.
8. **Etiquette:** We recognize this is your special time and you want your guests to have fun and relax, but we must ask that all party guests remember that we are serving other clients that are not in your spa party. Because we want all clients to receive wonderful treatments, we ask that you and your guests respect our no cell policy, speak in "spa" voices, and keep from congregating in high traffic areas. Rowdy or disruptive behavior will not be tolerated. If any member of your party is inconsiderate of these policies, they will be asked to leave and no refund for scheduled services will be given.
9. **Directions:** ***Please be aware we are NOT in the Cascades Country Club.***
From Loop 323 (Spur 364) *Easiest Access
Turn onto Spur 364 (at Peltier Nissan), take first Right onto Scenic Dr. (Briarwood Estates and Pine Hill Cascades Sign), take

first left onto Hogan Drive, travel past the first Marquis at The Cascades townhouse complex and go to the second Marquis at The Cascades complex on the right at 4055 Hogan Dr., the Rose Spa will be straight ahead.



You will see this sign when you have arrived at 4055 Hogan and should turn right into the complex.



The building straight ahead, Building 21 is where we are located. It has a large water fountain in front.



From Loop 323 (at Cascades)

Turn onto Briarwood (across from Tyler Ford), travel past football field turn left onto Cascades Boulevard (past clubhouse), at dead-end turn left onto Hogan Drive, turn left into the Marquis at the Cascades, the Rose Spa will be straight ahead.

