

-Policies-

Arrival Time

Please arrive 10 minutes prior to your scheduled appointment time. Late arrival may result in an adjustment to your service, and we cannot neglect the next scheduled guest.

Tips

Rates do not include tips and can be accepted in the form of cash or personal check. Tips on credit cards must be added before running the payment. Not accepted with Medical Massage.

Forms of Payment

We accept Visa, Master Card, Discover, bank debit cards, cash and personal checks. Personal checks are subject to a \$25 return fee.

Gift Certificates

Gift Certificates are available for purchase in our spa during office hours. You may also create gift certificates and print instantly online from our website. We do not refund gift certificates and they may only be redeemed toward services or products in our spa.

Cancellation Policy

As a courtesy to other guests and our therapists, please notify us at least 4 hours in advance if you must cancel or change any scheduled services. Without this notification, you will be charged one half of the service reserved. In addition, all spa packages must be guaranteed with a credit card.

Valuables

Valuables should be left home. Many treatments require removal of all jewelry, personal items and or clothing, and we regret that we cannot be responsible for their loss or damage.

Product Returns

Exchanges or store credit will be made only if the product is unused, unopened, and in its original packaging.

Professional Boundaries

Should a client exhibit inappropriate behavior, services will be terminated immediately and the client will be charged in full.

Sole Therapy Medical Day Spa
3919 Creekside Loop
Yakima, WA 98902
(509) 225-1496
www.soletherapydayspa.com