

DEFINITION

Salon and Spa

Cancellation Policy

As a courtesy to all of our clients and service providers, please provide a minimum of 24 hour's notice for the cancellation of any service. Repeated cancellations and no-shows may require a prepayment before another appointment is scheduled. A deposit is required for all group parties.

Arriving Early

Please arrive 10 minutes prior to your scheduled service. This will give you time to sign-in, unwind, and relax before your service. All new spa clients must fill out a health questionnaire prior to being treated.

Arriving Late

Arriving late will deprive you of treatment or service time. To avoid delaying our other clients, your treatment time will end at the specified time regardless of how late you are. You may also choose to reschedule.

Cell Phones

As a courtesy to all of our guests and to maintain a relaxing environment, we ask that all cell phones, pagers, and electronic equipment be turned off while in the spa area.

Children

As a courtesy to all of our guests, children under the age of 12 are not allowed in the spa area unless they are receiving a treatment. Please make other arrangements for your child during your time in our spa.

What to Wear

When receiving body treatments or airbrush tanning, you may bring an old swimsuit or undergarments for your own personal comfort. If you are receiving a pedicure, please bring sandals with you.

Jewelry and Valuables

Please leave all valuables at home.

Gift Cards

We are not responsible for lost or stolen gift cards. Gift cards are not redeemable for cash, cannot be used for gratuity and can only be used for services and products that we offer. Gift cards are worth face value of purchase only.

Refund Policy

DEFINITION SALON AND SPA MAINTAINS A NO CASH REFUND POLICY. We will be happy to exchange any product within 30 days. We guarantee our hair services provided you use professional hair care products on your hair. If for any reason you are not satisfied with your hair service, please notify us within 5 days and we will gladly correct the problem. If you are not happy with the color selection you have chosen, there may be a fee to correct the color. We stand by our professional service and will make it right.

All services are performed by licensed professionals. We observe the strictest of sanitation in order to protect our clients and our employees. Consultations for all services are free of charge unless otherwise stated. Walk-ins are welcome, but to ensure availability of services it is recommended you schedule your appointment well in advance of your visit. Prices and services are subject to change at any time without notice.