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**Bridal and Spa Party Payment Agreement & Cancellation Policy**

Thank you for considering Solstice Day Spa for your group spa & salon services. We hope that we can accommodate you and your party’s individual needs. To help us serve you better, below is a list of things we will need to start the process of scheduling your party:

1) Host/Hostess name and contact information, including phone #, address and email

2) The first and last names of the people wanting to receive services.

3) The services they would like to receive and their second choices.

4) A date and time frame that work for you.

5) An initialed and signed copy of our Policy & Payments Agreement.

**Entrance update:**Please use **Main Street Door**to enter our business, if you have appointments before 10 am and after 6 pm. North Street entrance is available while our neighboring restaurants and retail stores are open. ​​

**Covid-19:** If you don't feel well or has any flu, cold, or covid-like symptoms, please do not come in. Please call us so we can reschedule you to a later date.

**Deposits:** Once confirming guest services and appointment times a 50% non-refundable deposit is required. Payment can be made by check, credit card or cash.

**Final payment:** Final payment must be made ***in full*** two weeks prior to appointments. Solstice cannot accommodate party guests paying individually. We must receive ***one payment*** for the entire party. This also applies to deposits being made.Additional appointments requested on the day of the event are subject to availability and can be paid for on the day of service.

**Confirmed Booking & Schedule:** Once payment has been received parties will receive an itinerary of the day’s appointments with requested services, start times, and cost. All appointments are subject to our Cancellation and Lateness policies (below). The Host/Hostess will also receive a detailed invoice, for payment and scheduling purposes. 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.

**Cancellations:** Cancellations for parties are required two weeks prior to the date of services being received. If cancellation is given in proper time frame and guest has paid in full they will be refunded the total paid less the 50% ***non-refundable*** deposit. Cancellations less than 2 weeks prior will not be refunded. A substitute guest may come in place of the person cancelling for the same services at the same time.

**No Shows/Lateness:** In order to effectively accommodate your group 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.

**Gratuities:** A 20% gratuity will automatically be added to all spa party appointments. This will be included on the invoice.

**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 phone 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. If you are organizing a large party and would like to have the spa to yourself, private parties are available on Sundays September-May excluding holidays and have minimum service requirements.

Solstice Day Spa has a no child policy, but an exception will be made if you have a child in your party. If the child is under 12 years of age, we ask that the child be dropped off at the time of appointment and then picked up immediately after their service has been completed.

Unfortunately we cannot allow guests to bring in food unless it is a private party not during regular business hours. There are several wonderful options for food and drink within steps of our facility. Visit one of our neighboring bistros after your spa treatments for the perfect ending to your spa day!

By signing this form, you agree to all the above guidelines and make it my responsibility to pass this information along to all the members of the party. This contract is a binding agreement for service between the host/hostess and Solstice Day Spa.

If you have any questions please email them to manager@solsticedayspa.com or call (508) 775- 7400.

Sign: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Thank you for the interest in booking a spa party at Solstice Day Spa. By knowing what services all guests are looking for we can verify if we are available to schedule your wish list of services and recommend other options if some are not available for the date you are inquiring about. Once this is filled out please email this to manager@solsticedayspa.com so deposit is calculated and we can confirm we can accommodate your request.

**Host/Hostess name**:

**Phone:**

**E-mail address**:

**Requested date of services:**

**Brief description of event:**

|  |  |  |
| --- | --- | --- |
| ***Name*** | ***Service*** | ***Price of Service*** |
| *Need* ***last names and cell for confirmations of each guest please.*** |  | **POS** | **TIP-**20% Gratuity | **TOTAL** |
| Phone:*\*Please arrive at to fill out paperwork* |  | **$** | **$** | **$** |
| Phone:*\*Please arrive at to fill out paperwork* |  | **$** | **$** | **$** |
| Phone:*\*Please arrive at to fill out paperwork* |  | **$** | **$** | **$** |
| Phone:*\*Please arrive at to fill out paperwork* |  | **$** | **$** | **$** |
| Phone:*\*Please arrive at to fill out paperwork* |  | **$** | **$** | **$** |
| Phone:*\*Please arrive at to fill out paperwork* |  | **$** | **$** | **$** |
| Phone:*\*Please arrive at to fill out paperwork* |  | **$** | **$** | **$** |
|  |  |  | **Event total:** |  |
|  |  | **50% deposit** | **Due immediately upon booking** | **$** |
|  |  | **Final payment due 2 weeks prior to event** | **Due on** **/ /** | **$** |