



Wedding & Spa Party Policy & Cancellation Agreement

I. Party Holder Contact Information

Name: _____
Address: _____
City, State: _____ Zip Code: _____
Telephone #: _____
Email: _____

II. List first/last names and the services desired for each guest

Date: _____
Ideal arrival time: _____ Ideal ending time: _____
Location of wedding: _____
Location of Reception: _____

III. Trial hair and makeup appointments for bride (required)

Possible dates: _____
Time frame/s: _____

IV. Initial and sign this copy of our policy & payment agreement

Deposits: All parties are required to pay a 50% non-refundable deposit and submit a signed contract prior to confirming appointments. Satori accepts one payment for the entire party. We are unable to accommodate individual guest payments. Deposits may be made by credit card or check. _____

Booking Fee: The first three hours of planning with our event coordinator are free. Additional charges will be added after three hours, at the rate of \$30 per hour and charged in 20 minute increments. Charges will be added to the final payment and on the day of the event if necessary. _____

Final payments: All payments must be made in full 1 month prior to appointments. We must receive one payment for the entire party. Additional appointments added within one month of the party will be charged the appointment cost plus 20% gratuity immediately. Parties booked within the month of the event date are required to pay for appointments in full including 20% gratuity within 3 days of the contract being submitted. _____

Credit Card Policy: Parties are required to keep a credit card number on file to hold appointments. The card will be charged when appointments are added or changed. _____

Refunds: Refunds will be given to the card on file. _____

Gratuities: A 20% gratuity is added to all wedding/spa party appointments and included on the invoice. _____

Confirmed Booking & Schedule: Once payment is received parties are emailed a detailed itinerary and invoice, both of which are subject to our Lateness/Cancellation policies. Satori reserves the right to make adjustments to the schedule and invoice if necessary. _____

Cancellations: Cancellations for parties are required 1 month prior to the date of services being received. If cancellation is given one month prior to the event and guest has paid in full, they will be refunded the total paid minus the 50% non refundable deposit and booking fees. _____

No Shows/Lateness: To accommodate guests efficiently your promptness is required and appreciated. We cannot guarantee appointments for party members arriving more than 10 minutes past their scheduled appointment times. This is considered a no show/late cancellation. If time allows the client will have the option to receive an abbreviated version of the service at no discount. It is not possible to switch appointment times or services around on the event day to accommodate late guests. _____

Trial Hair & Make Up: All **brides** are required to schedule a trial hair and make up appointment 1-2 months prior to the Wedding Day. For other party members with a specific style a trial hair and makeup are recommended. The invoice will include the cost of all trial appointments. Trial policies apply to wedding parties only. Trial appointments are full price plus 20% gratuity. _____

Food & Drinks: Guests are encouraged to bring food and beverages. The wedding coordinator is available to discuss multiple options for catering with you. Satori is able to pick-up, set-up, and clean-up for you. Reimbursement for food and refreshments is accepted in cash only and may be done the day of the party. _____

Alcohol: Satori wishes all guests enjoy themselves in a safe and responsible manner. Guests of Satori are welcome to bring alcoholic beverages as long as a designated driver is chosen and the consumers are at least 21 years of age. _____

I the undersigned agree to the above stated policies:

Name _____ Date _____

Mail: Satori Day Spa & Salon, 840 Hanshaw Road, Ithaca, NY 14850
Attn: Sheryl Fishel
Fax: 607-266-8034