



## Spa Party Payment Agreement & Cancellation Policy

Below is a list of things we will need to start the process of scheduling your party:

- 1) Your 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.
- 4) A date and time frame that work for you.
- 5) An initialed and signed copy of our Policy & Payment Agreement and deposit (required prior to any holding of appointments).

**Deposits:** All parties are required to pay a 50% non-refundable deposit prior to confirming any appointment times. No appointments for any services will be made until signed contract and deposit are received by Satori. Deposits and pre-payments can be made by cash check or credit card. Reimbursement for food and refreshments is acceptable in cash form only and may be done the day of the party (see food and drinks).

**Final payments:** All payments must be made in full 1 month prior to appointments. Satori can not accommodate party guests paying individually. We must receive one payment for the entire party. This also applies to deposits being made. \_\_\_\_\_

**Confirmed Booking & Schedule:** Once payment has been received parties will receive a confirmed itinerary of the day's appointments (times and technicians) each of which is subject to our Lateness & Cancellation policies (below). Guest will also receive a detailed invoice, for payment purposes and schedule. It is important to note that to make sure everything goes smoothly that everyone arrive on time and is ready for their scheduled services. 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 1 month 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 minus (-) the 50% non refundable deposit. \_\_\_\_\_

**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. This is considered a no show/late cancellation. If time allows, the client will have the option of accepting an

abbreviated version of the scheduled service at no discount. Guests will be charged the full amount of the service for all services booked. \_\_\_\_\_

**Gratuities:** A 20% gratuity will automatically be added to all wedding appointments or more. This will be included on the invoice. \_\_\_\_\_

**Food and Drinks:** Groups are welcomed and encouraged to bring in food and beverages for their party. Satori is able to supply dishes, glasses, silverware and serving dishes. We also have refrigeration and a dishwasher so Satori can take care of the set up and cleanup for you.

**Alcohol:** Satori wishes that all guests enjoy themselves in a safe and responsible manner. Spa Party guests of Satori are more than welcome to bring in alcoholic beverages as long as a designated driver is chosen and the Front desk staff is made aware. \_\_\_\_\_

I, the undersigned, agree to the above stated policies:

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

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

**In the space below please list the names of those to be included in your wedding party and the services desired for each.**

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**Requested Food and Beverages**

**Date of Party:**

**Date of Trial Appointments:**