



Spa Wedding Payment Agreement & Cancellation Policy

Congratulations you on your upcoming wedding and for your interest in having Satori provide you with the services necessary to make your day perfect. We place a high emphasis on communication and organization so that your time here at Satori is one less thing to worry about in a time that can be so hectic. If you choose Satori for your event we will need a few things to get started.

- 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) An appointment for a trial hair and makeup session.
- 5) A date and time frame that work for you
- 6) 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 and 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. _____

Trial Hair and Make Up: All brides are required to schedule a trial hair appointment as well as a trial make up application prior to the Wedding Day. For anyone else in the wedding party that has a very specific style and wants to make sure all is perfect , trial hair and makeup is recommended. _____

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 all those to be included in your wedding party and the services desired for each.

Requested Food and Beverages

Date of Party:

Date of Trial Appointments: