

# Spa by OWM Policies



Your time and appointments are very important to us at The Spa by OWM. We understand that sometimes schedule adjustments are necessary; therefore, we respectfully ask for at least 48 hour notice for cancellations.

Please understand that when you forget or cancel your appointment without giving enough notice, we miss the opportunity to fill that appointment time, and clients on our waiting list miss the opportunity to receive services.

Our appointments are confirmed 48 hours in advance because we know how easy it is to forget an appointment you booked months ago. Since the services are reserved for you personally, a cancellation fee will apply. If we receive less than 48 hour notice, this will be treated as a missed appointment and a "no show" fee will apply. The no show fee will be \$50. This allows us the time to inform our standby clients of any availability, as well as keeping our aesthetics team schedule filled, thus better serving everyone.

We want to be able to provide every client with the attention they require. Therefore, if you are running late for your appointment, we will do our best to accommodate you. However, if half the appointment time (or more) has been missed, it may be necessary to reschedule you for a later day or time and a "no show" fee will be applied as described above.

All spa appointments must be held with a credit card. If one cannot be provided, we unfortunately will not be able to reserve that appointment time for you.

We want to provide a relaxing and unrushed experience at The Spa by OWM. By arriving promptly and checking in at the front desk helps to minimize any wait time and ensure you receive the full value of the service. If you are a new client, we ask that you arrive 15minutes ahead of your scheduled appointment time to complete any registration and paperwork.

To receive the splendor and full pampering of your service we would like to suggest that you please turn off your cell phone or place on silent while inside the Spa. We will not be responsible for the lost or damage of your personal items.

We reserve the right to refuse or discontinue service to anyone demonstrating behavior that is perceived to be inappropriate or disruptive to our Spa atmosphere.

To ensure the safety of children and the enjoyment of all clients, we ask that parents or guardians make other arrangements for their children while they are receiving services. Children under the age



235 South Elmwood Ave. #120 Buffalo, NY 14201

716-626-6301

<https://owmintegrativewellness.com/spa-by-owm/>

of 18 must have a parent/guardian present for consultation services and for providing consent for treatment.

When visiting or calling for your appointment, please make sure to notify the aesthetician if you have any health conditions, limitations, allergies to medications or fruits, physical ailments, medications you are currently taking, or if you are pregnant. Please alert our aesthetician immediately for any discomfort during your treatment.

Spa by OWM gift cards are always welcomed and can be used towards your treatment. They will be honored for Spa Services, products and are not redeemable for cash. Your gift card should be presented at checkout, otherwise you will be responsible for any charges incurred during your visit to the Spa. Gift cards are available for purchase at the front desk or by calling us at 716-626-6301.

Please be advised that no outside food or alcoholic beverages may be brought to the Spa. Water and tea are provided for you to enjoy before and after your service(s).

We accept cash, local personal checks, most major credit cards and OWM gift cards. A credit card is required to hold all appointments.

There is a \$35 fee for all returned checks. If paying with a check, customers must provide a current driver's license.

Tax will be calculated on applicable items at the Erie County sales tax rate of 8.75%

At The Spa by OWM, we are a Medical Aesthetic Spa. Many of the services we provide are medical aesthetic services using medical equipment and therefore gratuity is unnecessary. Should you choose to tip your aesthetician for the relaxing and professional facial or chemical peel you received, an opportunity will be provided to do so during check out.

All product returns must be accompanied by a store receipt. Product returns will only be accepted within 10 days of original purchase. No refunds will be given for services that have been provided.

We will do our best to notify the Spa by OWM clients of any updates or changes in SPA services and prices, but this may not always be possible.

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

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



235 South Elmwood Ave. #120 Buffalo, NY 14201  
716-626-6301

<https://owmintegrativewellness.com/spa-by-owm/>