



Salon policies

Promptness

- Your appointment time is reserved especially for you and we want you to receive all the benefits of your service. Late arrival will result in a modified treatment time and your service will finish at the originally scheduled time so that the next guest is not kept waiting.
- **Full value of your treatment time will be charged.**

Courtesy

- Please contribute to a serene Spa atmosphere and turn off all cell phones and pagers.
- Please arrive for your scheduled appointment on time. Late arrivals will result in modified services. Full value of your services will be charged or will apply.
- Prior to your appointment, please advise the staff of any medical conditions or allergies that you may have.

Gift Cards

- Gift cards are available for any of our Services, Package or in any monetary denomination.
- Gift cards have no expiry date.
- No refunds are given for gift cards.
- Prices are in effect for six months from the month of purchase.
- Prices are subject to change without notice.
- If you book a package and decide to cancel one of the services, you will still be charged for the full package.

Gift Card Stipulations

Gift cards represent a pre-payment for goods and services. This card must be presented at the time of redemption. This card is not valid towards the purchase of another gift card. Gift cards are not redeemable for cash and not applicable to a credit card account. Any resale or transfer of this card will render it void and subject it to cancellation. Gift cards are not replaceable if lost, stolen or destroyed. Management reserves all rights. All spa packages require a credit card or Gift Card number to hold appointments. No Cash Refunds.

Cancellation Policy: 48 hours notice is required if you are unable to keep an appointment.

Cancellation Fees: Less than 24 hours notice – 50% of the service price will be deducted; Failure to keep appointment(s) – entire package or service(s) will be deducted.

Disclaimer : Prices are subject to change without notice.

Mercedes Salon & Day Spa Is Not Responsible For Any Lost Or Stolen Items.