

Policies

Exhale Spa Payment Policy

Exhale Spa payment terms require payment to be made at the completion of a client appointment. Payment must be for the full cost of the treatment and any products purchased unless prior alternate arrangements have been made.

Exhale Spa accepts payment in cash, cheque or via eftpos debit card or credit card transactions.

Exhale Spa Vouchers may be redeemed as full or part payment for treatments or products based on the terms and conditions that apply to the voucher.

Pricing and terms will vary for Exhale Spa offers and will be applied at time of payment.

At time of booking if the treatment pricing is \$200 or more clients will be asked to provide a credit card number to secure the booking. This card may be used, with the client's agreement, to cover any subsequent cancellation fee. (See Exhale Spa Cancellation Policy).

Exhale Spa will arrange for the delivery of products to clients; payment is required prior to delivery and will include any delivery and packaging charges as disclosed at the time of the order.

Exhale Spa Cancellation Policy

Exhale Spa understands that sometimes we all have to change our plans unexpectedly and this is why we always accommodate these changes for our clients. We do however have a challenge when appointments are cancelled at very short notice as we do not have the opportunity to fill the gap created for our therapists. As a result Exhale Spa incurs costs that cannot be avoided. Our cancellation policy recognises this situation and aims to cover some of these costs by applying cancellation fees.

Cancellation Fees

If an appointment is cancelled with at least 48 hours notice there will be no cancellation fee.

If an appointment is cancelled with less than 48 hours notice, but prior to the day of the appointment, there will be a 25% cancellation fee applied to your account.

If the appointment is cancelled on the day of the appointment there will be a 50% cancellation fee applied to your account.

Note

- Exhale Spa provides booking confirmation emails and TXT reminders to ensure clients are reminded of their appointment.
- Cancellation fee percentages are applied to the total value of the treatments cancelled.
- Exhale Spa's booking terms include taking a credit card number at the time of booking for any treatment valued at \$200 or more, which may be used, with client agreement, to cover any cancellation fee.