

Sonata Spa Policies

Scheduling

- All services by appointment only;
- In order to schedule an electrolysis appointment, please specify your required service, treatment time (consult your Electrologist if you are not sure what your treatment time is);
- If you requested more than your actual treatment time, you will still be charged for the time requested.

During your visit

- Please be on time or early. Late arrival will shorten your service;
- Arrival 15 minutes later than your scheduled time will be considered and treated as a no-show;
- Please remove your shoes upon arrival;
- Please turn OFF your phone and do not use it in our office, place it in the locker while visiting us;
- We kindly request that children not accompany you during your visit;
- Please do not use restroom located inside the office when a treatment in progress. There is a restroom located down the hall across the stairs;
- Please provide a valid email for ongoing communication with your Specialist.

Cancellations

- A 48h notice is required to cancel or change your appointment;
- Please call (no texts or emails) Nataliya directly to cancel;
- One courtesy same day cancellation will be granted without 24 hour notice;
- One no show will be granted;
- Future same day cancellations and no-shows will result in full charge of the reserved treatment price and will count against your package;
- If same day cancellations or no-shows persist, you will be required to fully prepay your next service.

Payments

- We welcome cash, personal checks, Visa, and Master card;
- Online payments available for the convenience of established clients;
- Online payment does not guaranty availability of requested time or services;
- We have "No-Refund" Policy;
- "In store" credit may be issued upon special consideration;
- First time visit/treatment must be paid in person;
- All Services of 45 minutes or more must be prepaid online or in person.

For your convenience we offer online appointment confirmation:

Email: _____

Text: _____

I agree to follow this policy, Signature _____ Date _____