



We value our customers.

Please take some time to go over our spa policies so we can better serve you.

Please arrive **10-minutes prior** to your scheduled start time. Late arrivals will only receive the remainder of their scheduled session. We will strive to deliver a valuable service that offers you the highest quality, value, and convenience. We accept cash and all major credit cards but prefer no personal checks. Service pricing does not include tips.

CANCELLATION POLICY

At LPWWC we take the time to prepare for your scheduled appointment before your arrival. We are committed to providing you all with exceptional service. When clients cancel **without** giving enough notice, they prevent another client from being seen. Please give us **24 hours' notice** to notify us of any changes or cancellations. We understand that life's circumstances sometimes prevent you from keeping your appointments, but if **24-hour** notification is not given, you will be charged a **cancellation fee** for the missed appointment.

SERVICES REFUND POLICY

While we make every effort to make our customers as happy as possible, **all service sales are final**. We are a small business and unfortunately cannot offer refunds on any used or unused appointments/sessions for individual services, service packages, or service series.

RETAIL RETURN POLICY

We accept returns of unused and unopened retail items recently purchased from LPWWC. We accept exchanges should any allergic reaction occur, or we will be glad to offer you a credit that can be used for future retail purchases or services.

GIFT CERTIFICATES

Gift Certificates may be purchased at LPWWC. They may be used towards any product or service. Gift Certificates must be present at the time of purchase/usage. Lost or stolen Gift Certificates cannot be redeemed or replaced. Gift Certificates are valid for 1-year from the time of purchase. Promotional Certificates cannot be combined with any discounted services/products, packages, or series. All sales are final. Gift Certificates cannot be redeemed for cash.

Special Considerations: Please inform your therapist of any medical conditions, pregnancy, or medications you are taking or any notable changes since your last treatment.

We value and respect our members' privacy and preferred methods of receiving (or not receiving) invitations & communications from us.

Pricing Disclaimer: We reserve the right to change our product prices and our service prices at any time without notice.