

TERRAMÉ DAY SPA AND SALON

SPA POLICIES

CELL PHONES

We ask that you respect other guests by silencing or turning off your cell phone so that everyone can indulge in their Terramé experience. Thank you for your kindness in thinking of all of our guests.

AGE REQUIREMENT

18 years of age

At Terramé, we love children. However, the spa is the one place where our guests can come to escape the everyday world. Please make babysitting arrangements before your appointment so that you can enjoy your experience at Terramé without any worries. Due to insurance and safety considerations, children will not be permitted in the spa area without an appointment. Additionally, a parent must accompany any client under the age of 18 receiving a spa service.

HYGIENE

In keeping with our commitment to cleanliness, safety, and hygiene, we sanitize our equipment before each service so that every client's experience is performed in a safe, sanitary environment.

HYDROTHERAPY

When enjoying our hydrotherapy treatments, you must wear a bathing suit. We provide free disposable spa treatment wear for women. What matters most is that you feel happily relaxed and completely at ease.

VALUABLES

Please leave your valuables at home. We regret that we cannot be responsible for personal articles.

SCHEDULING

For spa services, your arrival time will be 15 minutes prior to your scheduled service to give you time to get a locker, change into a robe and slippers, and fill out any necessary forms for your service. Relax and enjoy our complimentary water, tea, and coffee. Punctuality ensures that your services will start on time and that they can be performed in full.

CANCELLATIONS

Because our technicians have reserved their time for you, please provide 24 hours notice for cancellation of any individual service and 48 hours notice for cancellation of a spa package in order to avoid being charged for the services.

SATISFACTION GUARANTEED

All of our services and products are designed for your enjoyment. If you are ever less than pleased or if we fail to meet your expectations, let us know right away so that we may correct the problem. We welcome all of your suggestions and rely on them to help us improve our services for your enjoyment.

GRATUITIES

You may want to leave a gratuity for your service provider. The recommended range is between 15% and 25% of the service amount. However, the amount is up to your discretion. Gratuities can be paid in cash, credit cards, or Terramé gift cards. Cash gratuities can either be given to your service provider directly or left when you check out for your service.