

Pure Peace Spa Policy

Late Arrivals - Cancellation Policy - No-Show - Right to Refuse Service

At Pure Peace Spa, we deeply value your time and are committed to providing you with the best spa experience possible. To ensure fairness and efficiency, we have implemented the following.

Late Arrivals: If you arrive more than 15 minutes late for your appointment, we may need to reschedule or shorten your service to accommodate other clients. In such cases, the full-service fee will still apply.

Cancellation Policy: We understand that unforeseen circumstances may arise. If you need to cancel or reschedule your appointment, please notify us at least 24 hours in advance. Cancellations made less than 24 hours before the appointment will incur a charge of 50% of the service amount, which will be applied to your next spa appointment.

No-Show Policy: If you fail to attend your scheduled appointment without prior notice, you will be charged 100% of the service amount, which will be applied to your next spa appointment database asking you to confirm your scheduled appointment. When you confirm, we can see it in our database. If you cannot keep the scheduled appointment, we will be more than happy to reschedule or cancel, but you must call 24 hours before the appointment, or the policy above will apply.

Our Strike-Out Policy

“Strick-Out” if client has 2 “no-shows” on their record and the fees have not be paid, PURE PEACE SPA will not accept a 3rd request for services.

Right to Refuse Service

Pure Peace Spa staff has the right to refuse service to anyone misbehaving, intoxicated or if their state of health may influence the effects of the service.

By scheduling an appointment with us, you agree to these terms. Thank you for your understanding and cooperation.