



# CODE OF CONDUCT

At Phoenix Renewal Centre & Spa, our Spa Code of Conduct dictates your rights and responsibilities as a spa guest so that you can enjoy a satisfying spa experience.

## **As a Spa Guest, it is your responsibility to:**

- Arrive 15 minutes before your treatment time: This allows you to change into your sumptuous bath robe, enjoy a refreshing beverage and wind down in our luxurious Relaxation room.
- Communicate your preferences, expectations and concerns
- Communicate complete and accurate health information and reasons for your visit
- Treat staff and other guests with courtesy and respect
- Use products, equipment and therapies as directed
- Engage in efforts to preserve the environment
- Adhere to the spa's published policies and procedures

## **Cancellation Policy:**

A minimum 4 hour cancellation notice is requested for all Traditional Spa Treatments at no cost to you (ie: Massage, Facials, Manicures, Pedicures). Failure to cancel with sufficient notice will result in a 50% charge of your booked appointment payable upon your next visit to the spa. Please note Medical Spa Cancellation policy below.

- Please note that Medical Spa treatments require 24 hour notice of cancellation. Medical Spa treatments requiring this cancellation would be: Thermage, Endermologie, Laser Hair Removal, Profractional, etc.
- Failure to cancel your appointment without sufficient notice will result in the deduction of the missed visit from your series. Clarification of this policy will be reinforced at the time of your consultation visit and prior to each treatment.

## **As a Spa Guest, you have the right to:**

- A clean, safe and comfortable environment
- Stop a treatment at any time, for any reason
- Be treated with consideration, dignity and respect
- Confidential treatment of your disclosed health information
- Trained staff who respectfully conduct treatments according to treatment protocols and the spa's policies and procedures
- Ask questions about your spa experience
- Information regarding staff training, licensing and certification

## **Tip and Group Bookings Policy:**

Tipping is at the discretion of the guest. Please note that with group bookings of 4 persons or more an automatic 18% will be added to your bill at the time of purchase. A deposit may be required when booking out the full spa or group bookings. Please discuss with our spa concierge at the time of booking.

Please let us know if there is anything we can do to enhance your experience with us today.

Best Wishes,  
*The Management and Staff of Phoenix Renewal Centre & Spa*