

Spa Etiquette and Policies

Spa Environment: For consideration of all clients, please silence cellular phones before entering the spa. Please speak softly while within the spa. Children are welcome with a scheduled appointment. However, we do request that children do not accompany you for your spa service.

Appointments: To ensure your preferred appointment time, please schedule your spa experience with as much advance notice as possible or at the conclusion of your last experience. Our professional staff allocates time especially for each guest, therefore, **a major credit card is required to guarantee your reservation.** All spa experiences are subject to availability. Menu service and prices are subject to change without notice. We reserve the right to refuse service to anyone.

Please understand that we are a SCHOOL. Our business objective is to give our talented students first opportunity to serve the public, resulting in very reasonable prices on services. Requests for a particular student, licensed estheticians, and instructors are NOT always feasible or accommodated.

Cancellations: Your appointment is reserved exclusively for you. If you need to cancel a reservation or reschedule, we require a minimum of 12-Hours-notice for all spa services. Please call us at 808.596.4567. By booking an appointment, you are accepting the conditions of our cancellation policy. We do require a credit card to reserve all service appointments. We understand that unavoidable situations do occur. We will do our best to work with you in case of an emergency. **If last minute cancellations occur, you will be charged for a \$5 Reservation Fee on your credit card.**

Please plan to arrive at least 15 minutes prior to your first scheduled appointment to complete paperwork. Late arrivals will result in a shortened appointment so the next guest will not be delayed, and you will be charged for the full appointment.

Restrictions: To receive the splendor and full pampering of your service, please turn your cell phone off inside the Spa. We will not be responsible for the loss or damage of your personal items.

Any sexual or unethical solicitations are not tolerated and will result in non-completion of your service and could be reported to authorities. The Skin Institute Internationale' is a smoke free Spa.

Gift Certificate Policies: Gift certificates can be purchased at the spa or by phone. They expire 6 months from the date of purchase. Gift Certificates are non refundable and not redeemable for cash or credit. They cannot be duplicated if lost, stolen or destroyed. Gift Certificates cannot be used for gratuity. Your Gift Certificates should be presented at checkout, otherwise you will responsible for any charges incurred during your visit to the Spa

Skincare Product Returns: All product returns must be accompanied by a store receipt and within 14 days of purchase. We will gladly exchange your skincare product purchase or issue a spa credit towards your next product or service.

Pricing: Although we make every effort to keep our website and spa menu updated, please note that prices and services are subject to change at any time.

Discounts/Promotions/Groupons: A discount applies to a single scheduled service. Discounts can not be applied to the purchase of a Gift Certificate or Specialty Treatments.. Discounts can not be combined with any other discount, sale, or promotion. Groupons will be applied towards the specific service only. The additional cost of the service is the responsibility of the client. No extensions are given on Groupons. No sharing on Groupon packages.

Payments: We accept cash, personal checks, most major credit cards and The Skin Institute Internationale' Gift Certificates. We charge \$35.00 minimum for a returned check.

Gratuities: Gratuities (or tips) are not included in our prices, but are highly appreciated. The standard gratuity is 15% – 20% of the cost of service provided

Parking: Our parking garage entrance is located on the backside of the building on Kawaiahao Street. Parking cost is \$2.00 an hour and we do not provide any validations. Entrance from the parking garage will be located through the Kamake'e Plaza doors. There is metered parking along Kamake'e Street.

We greatly appreciate your business and compliance with our policies.