

Spa Policy

Our policies help to make our guest's visit to Surfside Spa an enjoyable one. The objective of our policy page is to clarify our standard operating procedures so that everyone can enjoy the atmosphere and environment at Surfside Spa.

APPOINTMENTS

A credit card is required to reserve an appointment. We accept MasterCard, Visa, and Discover. For last minute appointments please feel free to call us at (850)543-7905 and we will do our best to accommodate you. Services and prices subject to change.

CANCELLATION

To cancel or reschedule an appointment, please notify us within 24 hours of your scheduled appointment. All appointments not rescheduled/canceled within this time frame will be charged 50% of spa service value and are not refundable or available for spa credit. Same day appointments will be automatically be charged 50% of the spa service value and are not refundable or available for spa credit if appointment is broken. Any and all "no show" appointments will be charged 100% of spa service value.

CHECK IN

Please arrive 10 minutes prior to your scheduled reservation. This allows ample time for you to complete an initial intake form along with a therapist/client consultation. To keep the serenity of the spa, please silence all cell phones for the duration of your appointment.

LATE ARRIVALS

At Surfside Spa we realize that life happens and do our best to accommodate late arrivals. However, if the late arrival effects the following appointment, the time on your appointment may be cut short with no discount.

REFUNDS- GIFT CERTIFICATES

Surfside Spa is not responsible for lost or stolen gift certificates. Gift certificates are not transferable or redeemable for cash or credit. Recipient is required to present valid gift certificate at the time of service. Any services that exceed amount of certificate will be the responsibility of the recipient at the time service is rendered.

GRATUITY AND SERVICE CHARGES

Gratuity is not included in the price of services.

CHILDREN AND TEENS

The minimum age requirement is 10 years old. Children under 10 are not permitted in the service area or treatment rooms. Please arrange for childcare prior to your visit. All children under the age of 18 must have a minor consent form completed by parent or guardian.

SPECIAL NEEDS

Please advise our staff upon booking of any allergies, ailments or disabilities, especially if you have high blood pressure, diabetes, or are pregnant.

We look forward to your visit to Surfside Spa!