

The Spa at South Point Spa Policies

At the Spa at South Point, our goal is to provide a relaxing, seamless experience for every guest. The following policies allow us to protect our team's time while ensuring fairness to all clients.

Reservations & Cancellations

We understand that plans can change, and we will always do our best to accommodate you.

To ensure availability and protect our service providers' schedules, we require a valid credit card at the time of booking to hold all appointments.

Cancellation Policy

We kindly request 48 hours' notice if you need to cancel or reschedule your appointment.

Appointments cancelled or rescheduled with less than 48 hours' notice will incur a 50% charge of the scheduled service(s).

A no-show appointment will result in a 100% charge of the scheduled service(s).

This policy allows us to fairly compensate our team members, who have reserved this time especially for you.

For group bookings or multiple services, cancellation policies apply to each reserved service time.

In fairness to all guests and staff, we are unable to make exceptions to this policy.

Late Arrivals

We recommend arriving 10–15 minutes prior to your appointment to allow time to check in, relax, and prepare for your treatment.

If you arrive late:

Your treatment time may be shortened to avoid delaying the next guest.

The full service fee will still apply.

Our goal is to provide every guest with the full experience while respecting scheduled appointments.

Spa Etiquette

To preserve the tranquil atmosphere of the Spa at South Point:

We kindly ask that cell phones be silenced upon arrival.

Conversations should be kept at a respectful volume in shared areas.

Please inform us at the time of booking of any health concerns, allergies, or special requests.

Our team is committed to creating a peaceful environment for all guests.

Gratuities

Gratuities are appreciated but never required. If you wish to leave one, 15–20% of the service value is customary in the spa industry.

Gratuities may be provided by cash or card.

Service & Product Purchases

Prices listed on our website and in-spa do not include applicable taxes. Taxes will be added at the time of checkout.

All services must be paid in full at the completion of your appointment.

Gift Certificates

Gift certificates are available for purchase in any dollar amount and may be used toward services or retail products.

Gift certificates are non-refundable.

They cannot be redeemed for cash.

The Spa at South Point is not responsible for lost or stolen gift certificates.

If a service price increases after a gift certificate is purchased, the difference in value may be required at the time of redemption.

Product Returns

Due to hygiene and safety standards, we are unable to accept returns on opened skincare, body care, or cosmetic products.

If you have concerns about a product purchased, please contact us within 7 days and we will do our best to assist you.

Personal Belongings

The Spa at South Point is not responsible for lost or stolen items.

We are grateful for your trust in the Spa at South Point and look forward to providing you with a rejuvenating and relaxing experience.