

Jurlique

Know Before You Go.

- **Scheduling:** To secure your desired time, make your reservations early. All services can be billed to your room or paid for with a major credit card or cash. If you would like to request a particular therapist, please let us know when you book your appointment.
- **Cancellation policy:** To cancel without charge, please give us at least four (4) hours notice. You will be charged the full price of your service if you cancel with less than four hours of your scheduled time or fail to show up. Rescheduling your appointment within four hours of your scheduled time will result in a 100% charge of its value. We will make every attempt to fill your vacant appointment time and will not charge you if we are able to do so.
- **Upon arriving:** Please arrive 5 to 10 minutes prior to your appointment time. Feel free to arrive in your bathrobe and sandals, or in whatever is comfortable. Your treatment will start promptly at its designated time, so we recommend that you shower before your visit.
- **Punctuality:** If you arrive late for your service, your treatment will be modified. All treatments end on time so that the next guest will not be inconvenienced.
- **For your safety:** Jurlique Spa reserves the right to refuse service to anyone who appears to be under the influence of alcohol or drugs (including but not limited to prescription muscle relaxants and pain killers). If a service is refused, the guest will be responsible for a 100% service charge for the appointment booked.