

De Premier Spa Cancellation Policy

We understand that unanticipated events happen occasionally in everyone's life. Business meetings, project deadlines, flight delays, car problems, snowstorms, and illness are just a few reasons why one might consider canceling an appointment. In our desire to be effective and fair to all of our clients and out of consideration for our therapists' time, we have adopted the following policies:

Spa Reservation Policy

Advanced booking prior to your arrival is recommended to secure your preferred date and time of treatment. A credit card number is required at the time of booking for a confirmed appointment. Please arrive 10-minutes prior to your scheduled start time. Late arrivals will only receive the remainder of their scheduled session.

Arriving late for Appointment

Appointment times have been arranged specifically for you. If you arrive late your session may be shortened in order to accommodate others whose appointments follow yours. Depending upon how late you arrive, your therapist will then determine if there is enough time remaining to start a treatment. Regardless of the length of the treatment actually given, you will be responsible for the "full" session.

Cancellation Policy:

A 24-hour advance notice is required when cancelling an appointment. This allows the opportunity for someone else to schedule an appointment. Rescheduling of appointments is subject to availability. Cancellations or rescheduling require 24-hour notice for any singular appointment or service. Canceling multiple services, packages, or more require 48-hour notice. Any cancellation with less than the required time will incur a 50% cancellation fee. If you are unable to give us 24 hours advance notice you will be charged the full amount of your appointment on same day cancellation of appointment. This amount must be paid prior to your next

scheduled appointment.

“No-shows” Policy

Anyone who either forgets or consciously chooses to forgo their appointment for whatever reason will be considered a “no-show”. They will be charged full for their “missed” appointment and future service will be denied until payment is made.

Refund Policy

Treatment services, packages and gift certificates are no cash or credit card refund, non-transferable and non-exchangeable, and cannot be used towards internet product or service purchases. The spa reserves the right to offer and recommend alternative spa treatments if the ones requested are not available. Under no circumstances will refunds be issued for services rendered. We would offer to fix any issues instead. Gift certificates purchased via bulk order or API may be non-refundable.

Please note that if you purchase service, package or gift certificate after our business hours you will receive the gift certificate in your email in the next business day. If you purchase during business hours, you should receive it in your email within the same day. We can mail out your gift certificates upon request (with shipping charges).

Your time is just as valuable to us as our own, and we understand emergency situations happen, which is why we appreciate your communication with us. Out of respect and consideration to your therapist and other customers, please plan accordingly and be on time.

WE LOOK FORWARD TO SERVING YOU.

If you have any questions or concerns feel free to call us at (281) 496-3772. You can also leave us a message

Thank you for Choosing De Premier Spa for your wellness needs

Terms and Conditions

No Cash or Credit Card Refund.

Not responsible for lost or stolen gift certificates.

Printable gift certificates cannot be used towards internet purchases.