

Spa Zoey Client Policies

Appointment Guidelines

1. Appointments:

- Spa Zoey Skin Care is available by appointment only, and occasional walk-ins are welcome if time allows, and staff are available. It is advisable to schedule in advance.
- A deposit may be required for certain services prior to confirming your appointment via the online scheduling site to secure your booking.
- If your preferred day or time is unavailable on the scheduling site, please call or text 713-703-4573. We'll happily add you to the cancellation list or try to accommodate you in our schedule.

2. Arrival:

- NEW clients, please arrive 15 minutes prior to your appointment time to fill out a client consent form in the studio and sign this policy acknowledgment page.
- Mandatory completion of forms before the appointment start time.
- Forms Online: Access forms from the website (www.spazoeyhouston.com) at the bottom of the home page.

3. Timeliness:

- All appointments MUST end on time.
- If you are late, your appointment will still end at the allotted time out of respect for the next client.

4. Cancellation and No-Show Policy and Rescheduling:

- Upon booking, you grant SPA Zoey permission to charge your credit card a no-show fee, which can be to 100% of the scheduled service value. You will be charged if:
- You do not cancel within 72 hours (3 business days) prior to the appointment date and time. When you miss or cancel at the last minute, it hinders our ability to fill that time, impacting clients on our waitlist. Please be mindful of the domino effect.
- NO EXCEPTIONS.
- Rescheduled appointments must be completed within 15 days, or the deposit will be forfeited.
- A 50% value charge applies after the initial rescheduled appointment.

Contact Information

- Availability: Spa Zoey can be reached Tuesday-Saturday by calling or texting (713) 703-4573.
- Response Time: You will generally receive a response by the end of the business day. If no response is received, please kindly send, or leave another message.

Skincare Products Policy

Bring Your Product: Ensure you bring ALL your current skincare products if you wish to address specific concerns during the allotted appointment time. For a complete product change, schedule a skincare consultation for additional time.

Product Recommendations: We will make every effort to recommend products beneficial to your skin type.

Product Purchases: All product purchases at Spa Zoey are non-refundable.

Exchange Policy: You may exchange a product within 14 days with original proof of purchase. The product must be 75% full. Contact SPA ZOEY as soon as possible to discuss product issues.

Parking

- Park in Reserved Parking Space #125, visitor, or any unmarked space.
- You can also park in the bank parking next to the building in the same lot.

Photography Consent

Before and after photos may be taken for:

- To track progress of services rendered.
- Marketing or business-related purposes.

I agree to allow SPA ZOEY SKIN CARE to use my approved photos.

Client Initials: _____

Gift Cards

- Gift cards are non-refundable, may not be redeemed for cash, or used towards the purchase of another gift card.
- Present gift cards at the time of service or retail purchase.
- SPA ZOEY is not responsible for any lost, stolen, damaged, or unauthorized use of gift cards.
- Expire 1 year from the issued date.
- Not accepted past expiration date.
- Contact SPA ZOEY SKIN CARE directly to schedule appointments to avoid incurring a deposit fee.

Child Policy for Services and Visiting the Studio

- While we welcome guests of all ages, certain services necessitate a signed parental release form. All clients under the age of 18 must be accompanied by a parent or legal guardian who is an adult. This policy is in place to ensure that our services are provided in a safe and responsible manner, and to comply with legal and ethical standards for the care of minors.
- Children will not be permitted near treatment areas for safety and privacy reasons.

Client Signature: _____ **Date:** _____

We thank you and appreciate the opportunity to earn your business!