



SLIM CENTER SPA POLICIES

To achieve a soothing, relaxing environment and an enhanced guest experience, we kindly request that you observe the following policies:

Appointments and Cancellation Policy

- We recommend making appointments for all services well in advance to ensure that we can accommodate you with your choice of time and staff. Please call us at (551) 202-4012 to book or cancel all appointments. We will send you email or text reminders of your next appointment.
- We understand that occasionally you may have to cancel an appointment. We request 24 hours' notice of any cancellations or rescheduling of your appointment. If you cancel the **SAME DAY or DO NOT SHOW** up for your appointment, you will forfeit that treatment - reducing number of remaining treatments in your package by one.

Late Arrivals

If you are running late, we will try our best to accommodate you. However, we do value the appointment time of ALL of our clients, so it may be necessary to shorten your service or reschedule your appointment.

Payments

Payments for services by cash or credit cards is accepted. The prices are subject to change without notice. We cannot accept credit card payment for gratuities.

Refund Policy

Our intent is for each customer to be 100% satisfied with our services. Services received cannot be refunded:

1. No refunds are given for gift card orders.
2. No refund is given for partially used multi-package purchases because they were purchased at a **discount**.
3. Expiration date for any purchases is 90 days from the first treatment.

Personal Items

We are not responsible for loss or damages to personal items. Please keep them with you during your appointment.

Taxes & Gratuities

Our services do not include tax or gratuities. Online vouchers do not include taxes or gratuities. In appreciation to the staff for outstanding services, gratuities may be given at your discretion.