



Spa & Salon Etiquette

Appointment Arrivals

- ◇ We ask that you plan to arrive at least 5-10 minutes prior to your scheduled appointment time.

Cancellations

- ◇ Please notify the salon 24 hours prior to your appointment time if you need to cancel or reschedule.
- ◇ A \$10.00 service charge will be applied to all No Shows upon your next service.
- ◇ Verve' reserves the right to refuse any service at its discretion.

Cell Phones

- ◇ In efforts to control the atmosphere of the spa & salon, we ask that you adjust your cell phones to silent or vibrate while receiving services.

Children

- ◇ Please no children unless receiving services.

Consultations

- ◇ We offer complimentary consultations...please allow 15 minutes for this service

Exchanges

- ◇ Should you change your mind about a purchase or a product, simply return the product unopened and in its original packaging together with the purchase receipt within seven days to exchange it for another item of the same value.

Payment Methods

- ◇ Verve' accepts Visa, Master Card and Personal Checks as forms of payment. A service fee of \$25.00 will be charged for any check refused by the bank. Payment is expected after services are rendered.

Personal Belongings

- ◇ Verve' Beauty is not responsible for any lost or stolen articles. Please keep your valuables close to you at all times at your discretion.

Spa Parties

- ◇ Verve' offer private spa parties. Policies are available upon request.

Teamwork

- ◇ We have a staff of educated professionals that are dedicated to providing you with the ultimate experience. We invite you to try any of our associates in the salon and spa. Our business is built around team-work and customer care in efforts to service you efficiently.