

# Helpful Information for Our Members and Guests

**Minimum Age Requirement-** All members or guests of Pure must be at least 18 years old.

**Reservation Time-** Please reserve your appointment with us as much in advance as possible as our availability fills up quickly. A valid credit card will be required to guarantee your appointment.

**Cancellation Policy-** Out of respect for our technicians and other guests, please notify us at least 24 hours in advance of your scheduled appointment time if you need to reschedule or cancel your appointment. If you cancel with less than 24 hours' notice, we will do our best to fill that appointment time but if we cannot, a \$50 cancellation fee will be charged. If you fail to attend your scheduled appointment you will automatically be charged a \$50 cancellation fee.

**First-Time Guests-** We ask all first-time guests to arrive at least 15 minutes before their scheduled appointment so that we can obtain some brief health information and also to answer any questions you may have regarding your service(s) at Pure.

**Arrival Time-** We ask that you arrive 15 – 20 minutes early for your appointment. You may enjoy our complementary hospitality and a warm neck before your massage. Late arrivals cannot be guaranteed full service time out of respect for the next scheduled guest.

**Treatment Time-** All services allow time for consultation and changing. All 30 minute services are approximately 25 minutes hands-on. All one-hour treatments are approximately 50 minutes hands-on. All 90 min sessions are approximately 80 minutes hands-on.

**Comfort and Customization-** We encourage you to communicate any questions or preferences you may have regarding your service with us to your therapist or the spa receptionist so that we can accommodate your needs to the best of our ability.

**Therapist Preference-** We employ both male and female therapists. Please let us know which you prefer. Also, if you would like to request a specific therapist when scheduling your appointment, we will do our best to accommodate you.

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**Personal Possessions-** We provide a locker in the treatment room for guests belongings but we ask that you do not bring your jewelry or any valuable personal possessions to the spa as we cannot be responsible for lost items.

**Gratuities** - Gratuities are optional but greatly appreciated. The usual, customary gratuity for a great massage is 20% of the actual service value. Gratuity envelopes are available in each treatment room and at the reception desk. You may also leave a gratuity on a credit card or a Pure gift card.

**Guest use of Spa 23's Gym Facilities** - If you are scheduled for services at Pure, you are welcome to use the gym on the day of your service.

**Child Care-** Child Care services are available on the premises for Members and Guests of Pure. Please inquire about fee and hours of availability.

**Cell Phone Use** – In consideration of all our guests, please place your cell phone on vibrate or off when inside Pure.

**Personal Possessions-** We provide a locker in the treatment room for guests belongings but we ask that you do not bring your jewelry or any valuable personal possessions to the spa as we cannot be responsible for lost items.

**Gift Certificates-** Pure gift certificates are perfect for any occasion. They are available to purchase in increments of \$10. You may purchase gift cards at the spa or over the phone. We will be happy to hold them here for you to pick up, mail them to your home or office or we can mail them directly to the recipient. Gift certificates never expire.

**Sales Tax-** 7% sales tax will be added to all massages, body treatments and customized massage enhancements.

**Methods of Payment-** We accept payment in cash, checks, Visa, Mastercard, Discover, American Express, Pure/Spa 23 Gift Cards or Gift Certificates, and SpaFinder Gift Cards. Please Note: If using a SpaFinder Gift Card, you must present it to us at check-in.