

Helpful Information

Minimum Age Requirement- All members or guests of Pure must be at least 13 years old.

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 reservation. If you cancel with less than 24 hours notice or fail to attend your scheduled reservation a \$50 cancellation fee will automatically be charged.

Cell Phone Use- In consideration of all of our guests, please place all cell phones on vibrate or off when inside Pure.

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.

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.

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

Pre-Natal- Pure Massage does not offer pre-natal massage services.

Gift Cards- Pure Gift Cards are perfect for any occasion. They are available to purchase in increments of \$5. 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- 6.875% sales tax will be added to all massages, body treatments and customized massage enhancements.

Treatment Time- All services allow time for consultation and changing. All one-hour treatments are approximately 50 minutes hands-on. All 30 minute services are approximately 20 minutes hands-on.

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.

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.

Arrival Time- We ask that you arrive early for your appointment. Late arrivals cannot be guaranteed full service time out of respect for the next scheduled guest.

First-Time Guests- We ask all first-time guests to arrive at least 20 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.

Personal Possessions- We provide a closet 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.

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 reception at check-in.