



## Spa Party/ Group Contract Agreement & Cancellation Policy

Thank you for choosing The Willows Day Spa at Tuscumbia for your special event. We look forward to helping ensure your visit is as relaxing and care-free as possible.

Please review and complete the following forms which will guide you through the booking process, while providing us with all the information needed to make your day extraordinary. Please review the contract carefully and complete all sections (as applicable).

Upon completion of this form, please send it via email([willowsinfo@gmail.com](mailto:willowsinfo@gmail.com)), hand deliver, or mail to The Willows Day Spa at 1115 E 6<sup>th</sup> St. Tuscumbia, AL 35674. Your event (including date and time) will be confirmed within 48 hours. If you do not receive a confirmation, please contact us at 256-386-0630 or via email at [willowsinfo@gmail.com](mailto:willowsinfo@gmail.com).

Please note: We are unable to reserve appointments until a completed group contract agreement and deposit is received. The Willows Day Spa will try to accommodate all your group's needs but realize some requests are subject to availability.

We look forward to helping you celebrate your special event (be it corporate, bridal, birthday, or just a well-deserved day of relaxation) and share it with friends.

Heather Fuller

Owner/LMT#1886

The Willows Day Spa

1115 E 6<sup>th</sup> St

Tuscumbia, AL 35674

256-386-0630

[www.Willowsdayspa.com](http://www.Willowsdayspa.com)

## Terms and Conditions

1. A credit card number is required to secure reservations
2. Your credit card will be billed 100% to the credit card on file in the event of no shows, cancellations, and/or changes within 48 hours of scheduled services
3. No changes will be allowed less than 48 hours prior to event and/ or final confirmation has occurred.
4. We request all groups check-in 15 minutes prior to your appointment time.
5. We are not responsible for delays due to weather, traffic, construction, trains, directions or any other instances beyond our control
6. If you are running late for an appointment, please call us immediately and we will do our best to accommodate your service. However, the service length may have to be adjusted to fit within our schedule. The group will still be responsible for the full priced service, as contracted.
7. All parties are required to pay a 50% deposit prior to confirming any appointment times. No appointments for any services will be made until signed contract and deposit are received. 50% deposit will become nonrefundable within 2 weeks prior to scheduled event.
8. Once payment has been received parties will receive a confirmed itinerary of the day's appointments (times and technicians).
9. We cannot guarantee appointments for party members arriving more than 10 minutes past their scheduled appointment times. This is considered a no show/late cancellation. IF time allows, the client will have the option of accepting an abbreviated version of the scheduled service at no discount. Guests will be charged the full amount of the service for all services booked.
10. Groups are welcome to bring in food and beverages for their party. We can supply a table and table cloth. Please make sure we are aware if intend to use this service.
11. The Willows wishes that all guest enjoy themselves in a safe in responsible manner. Spa party guest of The Willows are more than welcome to bring in alcoholic beverages if a designated driver is chosen and the front desk staff is made aware.

I, undersigned, agree to the above stated policies:

Signature: \_\_\_\_\_ Printed name: \_\_\_\_\_ Date: \_\_\_\_\_

