



Salon Policies

Policies

At La Petite Salon & Gettysburg Day Spa we're committed to your complete satisfaction and hope to exceed your expectations. We've worked hard to create the perfect environment. Your personal recommendation of La Petite Salon & Gettysburg Day Spa to family, friends and co-workers is the highest honor you can give us. We value your opinion, therefore feedback is appreciated. A simple customer feedback card is available at the desk for your convenience upon completion of service or you can email us at lapetitefeedback@comcast.net

Gift Certificates are perfect for anyone who deserves some special pampering. Gift certificates are available for any service, combination of services or any dollar amount. For even easier shopping call 717.334.8423 and we will be happy to arrange the details over the telephone. Additional guidelines: gift certificates are non-refundable; cannot be redeemed to purchase another gift certificate; can be replaced if lost or damaged for a \$3 fee; are valid only for price at time of purchase; and price increases are the responsibility of the recipient.

Scheduling: We ask our first time clients to check in 10 minutes early to prepare for your services. It is important to arrive on time so you can maximize your service.

Late Arrivals: We schedule according to the amount of time each service requires therefore late arrivals may be asked to re-schedule or have the length of their service adjusted. When you are late, it is inconsiderate to expect the next client to wait while your service is being finished.

Cancellations: As a personal courtesy we request that you call at least 72 hours in advance to cancel an appointment.

Gratuities: Will be added for special occasion services at 20%. This includes, but is not limited to Day Packages, Weddings, Proms and Homecoming. A separate listing of Day Packages is available upon request.

Guaranteed Appointments: All spa services including Facials, Body Care, Massage, Day Packages and Special Occasion services must be guaranteed with a credit card. We require 72 hour cancellation notice. If you do not show you will be billed for the full amount of the services plus gratuities.

Payment Policy: We will only accept credit card or cash effective April 15, 2005. For your convenience, we presently accept American Express, Discover, MasterCard and Visa. Effective immediately, gratuities will only be accepted in cash.

Children are not permitted in any spa area. For the comfort of our clients we ask that children not accompany you.

Right of Refusal / Suggestive Service: If a client displays visible signs of a medical issue whether currently under treatment or not, the staff maintain the right to refuse service until such time that the condition is clear.