

# actaea works, ltd.

... your home away from home.



## SPA EVENT POLICIES

### CATERING

Local catering of food and beverages on your event day can be arranged. Please let us know if you are interested in catering ideas when you schedule your initial consultation.

### PAYMENT

Down payment of \$25.00 per hour per service provider scheduled is necessary to schedule reservations. An 18% gratuity is added at time of service for all services performed. The deposit is non-refundable and will be applied to the services received. The balance is required on your event day.

### APPOINTMENT SCHEDULING

In order to accommodate service requests and appointment times for your party, it is imperative that arrangements are confirmed with our Support Team at least 30 days prior to the event. We understand that unforeseen events can happen in the planning of any occasion and we will make every effort to meet your needs. However, our salon and spa services are often booked quite far in advance and changes within 30 days may not be possible, depending on availability. We greatly appreciate your efforts to finalize all service needs early in your planning process.

### CANCELLATION/REFUNDS

Guests canceling their reservations 72 hours or more **prior** to the event will be refunded their entire deposit. **All cancellations must be made via email to [reservations@actaea.com](mailto:reservations@actaea.com).**

**Guests canceling reservations without 72 hours notice will receive no deposit refund.**

**No refund will be given for members of the party who miss their reservation the day of the event.**

***Deposits are non-refundable under any other circumstance aside from a 72 hour cancellation.***

### RELAXING ENVIRONMENT

Your visit to Actaea Works, Ltd. may be the only time all day you have to relax. We strive to create an atmosphere of tranquil joy for the party. For the comfort and safety of your children, and our guests, we cannot accommodate children under the age of 10 in the salon or spa areas without a reservation. This is **your** time, and you deserve it!