



Studio Policies

Appointments Due to the popularity of our services, we highly recommend you make an appointment in advance. Weekend and evening appointments fill up fast. However, we will do our best to accommodate your request.

Cancellations – 24 Hour Cancellation Policy We value your business and appreciate your understanding with our cancellation policy. Please respect our scheduling by keeping appointments and providing us with a 24 hour notice when cancelling or rescheduling appointments. Certain promotions, vouchers and discounts are void if the cancellation policy is not followed.

Late Arrivals Please keep in mind that arriving late for a service may require us to shorten the length of your treatment, with full charges applied. Late arrivals will not receive an extension of time in order to not inconvenience other guest. Appointments booked the same day are considered confirmed appointments.

Children For the safety of your children as well as the relaxation of other guests, we ask that you not bring children under the age of 14 unless they are receiving a treatment. Children are not allowed to wait in the waiting area while parents are receiving a service. Special Needs or Alerts – Please advise us upon booking of any allergies, ailments, disabilities, high blood pressure, pregnancy or any other medical need in which we can better prepare for your visit. Wheelchair access is provided.

Gift certificates cannot be returned or refunded. All sales are final on gift cards and gift certificates. All gift cards expire 1 year from purchase date. All gift cards can be re-activated for a fee of 10% of the balance. Gift cards should be treated as cash; all lost or stolen cards are not replaceable. Payments – Visa, MasterCard, Discover, Solace Gift Cards and Cash All policies are subject to change according to Solace Skin Care management. Thank you for your cooperation and consideration in this matter.