

OUR POLICY

1. All deposits are half the total amount and are non-refundable. The remaining balance must be paid 7 days before the event. For Spa Parties, the non-refundable deposit is \$120.
2. As a store front, loitering is strictly prohibited in front of the venue or anywhere in the parking lot at any time.
3. Smoking is strictly prohibited inside the facility.
4. In case of cancellation, one schedule change is allowed within 6 months of the original date (subject to availability), with a \$25 fee for contract changes.
5. All clients and their guests must vacate the facility by the agreed-upon time stated in the contract. No one shall enter the venue before their contracted time.
6. Decorations cannot be placed directly on the walls or TVs, and furniture such as chairs, tables, or fixtures cannot be placed against the walls.
7. Clients are responsible for disposing of all event trash in the dumpster located at the back of the building.
8. Trash or food must not be discarded in any sink inside the facility.
9. A lockbox is utilized, and each client is responsible for the key during their contractual time at the facility.
10. The balance must be paid in full 7 days before the event; otherwise, we reserve the right to cancel the event, and the deposit will not be refunded.
11. A holding fee of \$200 is required, which will be returned upon inspection of the facility and adherence to all rules and procedures. Failure to uphold any policy or procedure will result in retention of the \$200 holding fee.
12. Clients are not permitted to use spa equipment unless otherwise stated in the contract. Violations will result in the retention of the holding fee.

