

Gift Card Policy

We operate an "Open" gift card system to allow Guests to receive maximum benefit from the kindness of gift card buyers.

The purchase and use of gift cards are subject to following terms and conditions:

- 1- Minimum purchase is \$70.
- 2- Can be redeemed for any of our Treatments and Packages.
- 3- Can not be used for Services such as waxing and tanning as well as Retail products.
- 4- Valid for 6 months from the date of purchase.
- 5- No extension is allowed beyond the expiry date.
- 6- Not transferable, not refundable, and can not be exchanged for cash.
- 7- After expiry any unredeemed value is forfeited.
- 8- Must be **redeemed before** Expiry date.
- 9- Redemption is by appointment only.
- 10- It is not a part of our Loyalty or VIP programs.
- 11- A request for a gift card appointment is processed like a normal request on a first-in first-serve basis and is subject to therapist and resource availability.
- 12- A gift card must not have expired when making an appointment or on the day of appointment.
- 13- The appointment to redeem a gift card must not be for a date after its expiry date.
- 14- Appointments to redeem gift cards are subject to our "Late Cancellation" and "No Show" fees.
- 15- "Late Cancellation" and "No Show" fees are deducted from gift cards automatically.
- 16- It is the responsibility of Gift Card holder:
 - a. to be aware of the stored value of the gift card.
 - b. to redeem the gift card before it expires.
 - c. to choose and confirm an appointment on a date that is not on or after Expiry date.
- 17- On the day of appointment we:
 - a- May ask for proof of identity.
 - b- May refuse to accept and redeem a gift card if proof of identity is not provided.
 - c- Will refuse to accept and redeem a gift card if we reasonable believe Name or Expiry Date is tampered with.
 - d- Will check the gift card and if it has expired then the Card Holder must pay for the appointment before it commences. Cash, EFTPOS, Credit Card and another valid Gift Card are accepted.