

About Your Spa Experience

Welcome to Valina Salon & Day Spa. We are honored and pleased to offer you the ultimate salon and spa experience.

Reservations

We strongly recommend booking your services in advance and prior to leaving the Spa, to ensure preferred time and availability. We require a credit card number to reserve certain appointments.

Cancellation

Treatment times are reserved especially for you. We kindly request that cancellations or changes to appointments be made at least 24 hours in advance for single services and 48 hours in advance for multiple treatments, private parties, groups of four (4) or more, &/or keratin treatments. Failure to follow this policy will result in a 50% charge to your credit card. No-show appointments will be charged in full.

Appointment Policy & Late Arrival

We respectfully request that you arrive at least 15 minutes before your spa appointment. Our scheduling is designed to permit the maximum time needed. Please present all promotions and gift cards upon arrival.

If you are more than 15 minutes late for your appointment, you may choose to reschedule; however a 50% cancellation charge will be incurred. As a courtesy to following clients, late arrivals can also choose to receive the remaining available appointment time (when applicable) and be charged the full service fee.

Attire

A robe, slippers, and day locker will be provided for you upon arrival to the Spa. During your services, please disrobe to the level of your comfort.

Waxing & Body Exfoliation

Shaving is not recommended prior to any body exfoliation treatments or hair removal services.

We ensure a germ-free visit, using only sanitary equipment and therefore enforce a strict no double-dip policy.

A minimum of at least two weeks of hair growth, untrimmed is required for all waxing.

We are unable to wax over skin that is sunburned.

For Brazilian waxing, please schedule your appointment mid-cycle to your menstrual period.

Waxing is never done on clients taking Accutane and is not recommended for clients taking Retin A, Renova, Differin or other types of skin thinning acne medications. If you currently use Glycolic, Alpha hydroxy, Salicylic, Kojic, or any other acids in any areas you intend to have waxed, you must discontinue use at least three (3) days, possibly two weeks prior to your appointment.

Special Health Considerations

Please notify our reservation department if you have high blood pressure, allergies, any physical ailments, injuries, special needs or if you are pregnant.

Return Policy

We take great pride in our reputation for quality products. If for any reason you are dissatisfied with a purchase, we will assist you with a prompt exchange or salon credit within 3 days of purchase with a receipt. Hair-pieces, make up and jewelry are not returnable under any circumstances.

Service Guarantee

We are proud to offer a 100% guarantee on all service, but regrettably do not offer service refunds. You may receive a redo appointment at any time within the first week for most services. Due to the nature of some services, this guarantee may vary. Please ask to speak with a manager for more information.

Gratuities

Industry standard is 15-20% or more for the full value of the treatment, but the amount you leave is completely at your discretion. We will happily provide you with an envelope at our front desk. Unfortunately we cannot accommodate gratuities on credit/debit cards or checks; an ATM machine is easily accessible in the front vestibule of our Spa.

Guest Etiquette

As a courtesy to all guests, cellular phones and pagers must be turned off and we ask that all conversations are kept quiet inside the Spa.

Children

For safety reasons, children under 15 are only permitted in the Spa by appointment.

Please ask our concierge about babysitting services for children over one years of age. Children under 15 cannot be left unattended in the front vestibule or any part of the salon & spa.

Loss or Damage

We recommend that you do not wear jewelry or bring valuables to the spa. We cannot be responsible for any loss or damage of personal belongings.

Gift Cards

A Valina Salon & Day Spa gift card is an ideal gift for any occasion. Available year round, they can be purchased for any dollar amount, package or service(s) either over the phone, online or in person. They are non-refundable, but they are indeed transferable. Our gift cards do not expire.

Our Team

As professionals, we realize that a change in style or perspectives from time to time can be refreshing. Please do not assume that an artist's feelings will be hurt if you decide to change. We work as a team!