



## **Spa Etiquette Guidelines**

### **Welcome to Aesthetics Hawaii**

We are honored to be part of your care. Our space is intentionally designed as a place of calm, beauty, and transformation. This guide outlines the values and standards we uphold to ensure every guest experience remains seamless, respectful, and serene.

#### **1. Pre-Appointment Preparation**

- Arrive with clean, freshly washed skin, especially for facials, laser services, and injectables.
- Avoid applying heavy makeup or skincare products before treatments unless otherwise instructed.
- Hydrate well the day before and the day of your appointment to support optimal skin response and healing.
- For men receiving facial treatments, we recommend shaving the night before to reduce sensitivity and ensure a smoother application process.

#### **2. Arrival & Appointments**

- Please arrive 10–15 minutes early to allow time for check-in and quiet settling.
- If you arrive late, we may need to abbreviate your treatment to respect the next guest's time.
- All new guests will be asked to complete a brief intake before their first service.

#### **3. Personal Conduct & Respect**

- Aesthetics Hawaii is a space of mutual respect. We ask that all guests communicate with warmth and professionalism.
- Harassment, suggestive remarks, or aggressive behavior will not be tolerated and may result in immediate termination of service.
- We reserve the right to refuse or reschedule services if guest conduct compromises the safety, comfort, or dignity of the environment.

#### **4. Attire & Modesty**

- You will be provided with appropriate coverings or garments for all treatments.
- Modesty and personal hygiene are essential. We appreciate guests arriving clean and appropriately attired.
- If you're unsure of what to wear, our team will kindly guide you based on the service selected.

## 5. Cancellation & Rescheduling

- Please provide 24 hours' notice to cancel or reschedule most services.
- Cancellations made outside of this window may incur a fee.
- No-shows or missed appointments will be charged the full value of the deposit.

## 6. Mobile Device Courtesy

- We kindly ask that you **silence all mobile devices** upon arrival.
- Calls, texting, and video recording are not permitted in treatment or recovery areas.
- To protect the peaceful atmosphere, please refrain from speakerphone use or video conferencing.

## 7. Post-Treatment Recovery

- After your service, feel free to relax and rehydrate in designated lounge areas.
- Please keep voices low to honor guests in treatment and recovery.
- We encourage mindfulness and rest before re-engaging with your day.

## 8. Gratuity Guidelines

- Gratuities are **neither expected nor required**, though warmly appreciated for esthetician services.
- Our team is here to serve you with excellence, regardless.

## 9. Children & Pets

- To maintain a tranquil and focused environment, we kindly ask that guests do not bring children or pets to their appointments unless prior approval has been given for exceptional circumstances (e.g., service animals or inability to arrange childcare).
- For safety and serenity, children under 18 are not permitted in treatment rooms unless receiving a service with parental consent.
- Service animals are welcome in accordance with ADA guidelines.

By honoring these shared standards, you help us maintain the sanctuary that is Aesthetics Hawaii. We are so grateful to walk alongside you in beauty, confidence, and care.

**Mahalo nui for choosing us.**