

AVA'S DAYSPA
9127-T WEST BROAD STREET RICHMOND, VA 23294
(804) 747-9288 office (804) 270-5757 fax
www.avasdayspa.com

MULTIPLE CLIENT RESERVATION AND POLICY

Please take care in completing this form. We want to provide you and your party with our usual exceptional services. To do this, we need your cooperation. We need to know exactly what services each person will have performed. We need for everyone to be on time. If you or your party members are late, it may be difficult to provide the services as expected.

Scheduled day, date and arrival time:

Estimated total time required:

Refreshments, if any:

Name:
Services:

Name:
Services:

Name:
Services:

Name:
Services:

Use the back of this form for additional reservations.

Please understand that personnel are reserving a large amount of time for you and your group. We ask that you arrive 15 minutes prior to your scheduled appointment time. If you or your group arrive late or if you cancel or reschedule on less than the required notice times then it may not be possible for us to schedule other customers for the time we reserved for your group. We regularly provide these group services and our customers are very happy with the services they receive. However, we can only be certain of providing this excellent level of service that you expect with your cooperation.

Policy concerning reservation changes or cancellations: If the change involves six or less services, fourteen days minimum notice is required. If the change involves seven or more services then a thirty-day minimum notice is required. Canceled large groups or wedding parties create a special problem as we have often declined to schedule other appointments in order to accommodate the scheduled group. Thus, wedding parties require 60 days cancellation notice. If you need to cancel or change any service or

persons, all changes must be made **only with Ava or AJ**. The requirement that you cancel only with these persons is to avoid confusion and thus assure that a proper refund is given. A 20% gratuity is added to all group packages, additional gratuity may be given if you so desire. Payment in full is required when the appointment is made. Services added the day of appointment may be paid the day of scheduled appointment.

Reservations:

Name:
Services:

Name:
Services:

Name:
Services:

Name:
Services:

Name:
Services:

Reservation and Client information completed by: _____

I understand the services that are scheduled and the need to be on time or to change or cancel with appropriate notice as per the store policy. I authorize an administrative and processing fee of 20% of the paid amount in any event in which services are rescheduled or cancelled within the cancellation time. I have received a copy of this reservation.

Signed _____ Date _____

Name:

Address:

Phone:

Total Payment:

Credit Card #:

Expiration:

3 or 4 digit security code #
(4 digit code located on the front of
American Express, 3 digit code on the back
of all other major credit cards)