

**Dolce Vita Day Spa & Salon**  
**630 North First Street, San Jose, California 95112**  
**Tele: (408) 287-0200 • Fax: (408) 287-0186**

## Dolce Vita Reservation Form: Dolce Vita Day Spa Terms & Conditions

### **Cancellation Policy**

We at Dolce Vita reserve time especially for you. If the need should arise to cancel or reschedule (regardless the reason) we require a 24-hour notice on any single booked treatment and a 72-hour notice of cancellation on any Spa Packages and Treatments lasting 2-hours or more. Unless we receive such notice, you will be billed for 50% of services reserved. Cancellations or no-shows within two hours of the scheduled treatment will be charged at full value. Same day Spa appointments are non-cancelable and are charged at full value if cancelled. This ensures that our Therapists and Technicians receive partial compensation.

### **Gift Certificates**

Certificates are available for Spa Services or retail products *only*. Dolce Vita Spa Gift Certificates are good for one year from the date of purchase. Certificates are not good for the hair salon. Custom packages can be designed at your request. You may charge by fax with signature authorization. We will mail gift certificates to designated recipient by standard mail; we can not guarantee time of delivery for standard mail. Gift certificates **must** be presented at the time of service redemption; we are **not** responsible for lost or stolen certificates. Gift certificates are non-refundable, no exceptions. Prices are subject to change with out notice.

### **On arrival**

We ask that you arrive 15 minutes prior to your appointment to allow for check in and changing into your robe. This ensures full service time for your treatment and allows you to enjoy a complimentary beverage while you relax in our elegant & serene lounge. If you are running late, please notify us so we can try to make the necessary adjustments in your schedule.

Try to allow at least one hour between your last meal and your treatment and avoid the consumption of coffee or alcohol prior to a massage or other body treatment.

### **Standard Policy**

- ❖ Our staff is dedicated to maintaining a peaceful ambience in our spa area. Please plan to turn off any electronic devices, there is no cell phones or pagers allowed on second floor.
- ❖ Please leave all valuables at home.
- ❖ We observe a mature oriented atmosphere for our clients. Children 12 and up are welcome in the spa when booked for services. Please no children under 12 allowed.

Please let your provider know if you have any special physical or medical needs, conditions or considerations. Keep in mind that many of our treatments are physical in nature, meant to reduce stress, relieve tense muscles and muscle fatigue, stimulate lymphatic drainage or exfoliate your skin. As a result, a few guests may experience a variety of symptoms following a spa treatment including, but not limited to: soreness, minor bruising, skin redness and/or slight skin rash.

I have read and I agree with Dolce Vita Day Spa's Terms and Conditions: **X** \_\_\_\_\_

Name of person(s) to hold reservation: \_\_\_\_\_

Home and Work phone numbers: \_\_\_\_\_

Do you have a gift certificate? If so, G.C. #: and amount: \_\_\_\_\_

Credit Card No: \_\_\_\_\_

Credit Card Exp. Date: \_\_\_\_\_ Credit Card Type: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Credit Card Billing Address: \_\_\_\_\_

What services would you like to book: \_\_\_\_\_

Date of services: \_\_\_\_\_