

Cancellation Policy

Jade Wellness Spa Clinic

We are a small boutique spa, and in order to provide you and others with excellent customer service and access to appointments during peak times, we reserve that time just for you. Without sufficient notice, we end up turning away other clientele. When clients are unable to make their scheduled appointments, we are unable to best service our customers waiting for that spot. Our cancellation policy is much more flexible than the industry standard of 24 hours and enables us to be able to best serve all of our customers.

Cancellation Policy:

For individual appointments, we respectfully request 8 hours notice to cancel or re-schedule your appointment.

Cancellation Fee:

We charge 25% of the services booked. This will only be charged to customers who repeatedly miss their appointments or fail to give us cancellation notice for long appointments, spa packages or groups.

Credit Card Hold:

For customers who have missed two or more appointments without notifying the spa (no show) or who are continually unable to adhere to our 8 hour cancellation policy, we will require a credit card to hold future appointments. A cancellation fee might be charged.

Groups (more than 2 people scheduled together) or Spa Packages:

Due to the nature of these services, we require 24 hour notice to change or cancel your appointment(s). A credit card or valid gift card number is required to hold your spot. The card will not be charged at the time of booking. A cancellation fee might be charged if clients fail to give us proper cancellation notice or are a no show.

Late Arrivals:

We understand that some things happen outside of your control that make you late to your appointment. We will do everything we can to accommodate you. However, if you are running more than 5 minutes late we may need to offer you a shorter service or reschedule your appointment in order to accommodate all of our guests with the full Alma experience. Please let us know as soon as possible that you are running late so we can best accommodate everyone. If we have to reschedule your appointment, you will be responsible for 20% of the value of the original service(s).

Appointment Reminders are available! We offer email reminders for your appointments which are sent out approximately 24 hours before your appointment. If you'd like to receive these so you can better remember your appointment, just let us know!

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