

Spa Policies

SPA POLICIES

Maximizing Your Spa Experience

We strive to ensure that all our guests are seen at their scheduled time, so please plan to arrive 15 minutes prior to your appointment to check in and complete the Guest Intake Forms appropriate to the services you are receiving. Late arrival will limit the time available for your service. Your service will end at the scheduled time so that the next guest will not be delayed. Please be advised that late arrivals may result in a reduction of service time with no reduction in value of the treatment.

Please leave all personal items and valuables at home. Any items brought with you to the Spa will be kept in a locker during your treatment or in your treatment room. The Spa is not responsible for any items that may be lost or stolen during your time with us.

Appointments and Cancellations

Appointments are required for spa services and can be made by phone at 713.485.4444 or emailing us at info@thegreenhousedayspa.com. A credit card is required to reserve all spa appointments. Due to the size of the spa and limited availability, we highly recommend that you schedule your treatments in advance of your visit to ensure your desired times are available.

Cancellations made within 24-hours of scheduled appointment time will be charged 50% of the treatment(s) booked. For packages, multiple services and groups, a 48-hour cancellation notice is required. If we receive less than 48-hour notice, these services will be charged 50% of the treatment(s) booked. If you fail to show for your appointment without cancelling, 100% of the service(s) will be charged.

Your Health and Special Considerations

Our mission at The Greenhouse Day Spa is to support your complete health and wellness. As a member of the spa community, we have always adhered to and exceeded the strict sanitation guideline set forth by the Texas Department of Licensing and Regulation. It has always been our practice to take preventative actions to limit potential exposure to any viruses or bacteria.

Listen to your body. If you are not feeling well, please stay home. We would be happy to reschedule your appointment and are currently waiving any cancellation charges. Please wear your mask as you enter the spa and until you are in your treatment room. And, again, as you exit the room and the spa

Please advise us of any other medical condition, injury or if you are currently under a physician's care, when making your spa reservation. Conditions such as pregnancy, high blood pressure or heart ailments are of special interest to our spa professionals. Please be advised that pregnant women may only receive massages once they have completed their first trimester. We strive to provide you with the best attention possible and want to ensure that our treatments do not interfere with any issues you may be experiencing. We will customize our services to fit your needs whenever possible.

Spa Etiquette, Environment and Age

Our spa is an adult environment designed for relaxation and tranquility. To ensure that all guests enjoy the peaceful environment of the spa, we respectfully request that noise be kept to a minimum. For your safety, we recommend drinking no more than one alcoholic beverages before receiving a spa treatment. In consideration of other guests, please leave your cell phone on mute in your locker or turned off when you are in the spa. Smoking is prohibited.

Spa guests between the ages of 12 and 17 years may receive a body treatment with a signed parental consent form. We will not perform treatments to minors under 12 years of age. The parent does not have to be physically present during treatment for ages between 15 and 17. Treatments for minors will be done with a therapist of the same gender.

Gift Cards

Gift cards are available in any denomination, starting at \$25, and may be redeemed for any services or products. Gift cards can be purchased in person, by phone or online. Gift cards expire in a year from time of purchase, are not redeemable for cash and are non-refundable. To purchase a gift card online, please go to <https://gift-cards.phorest.com/salons/thegreenhousedayspa>

What to Wear

For most treatments, no special clothing is necessary. The spa will provide a robe and slippers. Our therapists are well versed in proper draping techniques to ensure your privacy and comfort.

Gratuities

Prices do not include gratuity and are at your own discretion. Gratuities can be added to the final billing at your request.

Payment

We accept cash, checks and all major credit cards including Visa, Master Card, American Express and Discover. Prices are subject to change.

Location/Parking

The Spa is located at 2414 Woodhead Street, Houston, TX 77019 between Westheimer and Fairview Streets.

Parking is available on the various streets around the spa location at all times. Parking for anyone requiring ramp access is located in the driveway of the spa.

Open Hours:

Sunday: 11:00am – 6:00pm

Monday: Closed

Tuesday: Closed

Wednesday – Friday: 10:00am – 8:00pm

Saturday: 9:00am – 7:00pm