



BOOKING & RESERVATION POLICIES

A FRIENDLY REMINDER OF OUR RESERVATION & CANCELLATION POLICIES

WHEN YOU MAKE A RESERVATION, WE BLOCK THAT TIME EXCLUSIVELY FOR YOU. JAIYEN IS A SMALL SPA WITH ONLY 6 MASSAGE ROOMS; THEREFORE, CANCELLATIONS NEED TO BE MADE AT LEAST 24 HOURS PRIOR TO YOUR APPOINTMENT TIME. ANY CANCELLATION MADE WITH LESS THAN 24 HOURS NOTICE WILL INCUR A \$35 CHARGE. FOR NO-SHOW OR NO-CALL WITHIN 8 HOURS OF BOOKING, 50% OF THE PRICE OF TREATMENT BOOKED WILL BE CHARGED TO YOU. WE VALUE YOUR BUSINESS AND ASK THAT YOU RESPECT JAIYEN'S POLICIES.

Jaiyen required a valid credit card when you book your appointment.

ARRIVALS

PLEASE MAKE SURE TO ARRIVE 15 MINUTES EARLY IN ORDER TO FILL OUT OUR INTAKE FORM. DURING THE PANDEMIC COVID-19, WE HAVE YOUR TEMPERATURE CHECKED AND FILL OUT THE SCREENING FORM BEFORE ENTERING TO THE TREATMENT ROOM.

LATE ARRIVALS

ARRIVING LATE MAY INTERFERE WITH OUR ABILITY TO PROVIDE YOU WITH THE BEST POSSIBLE MASSAGE EXPERIENCE. WE WILL ATTEMPT TO MAKE AN EXTENSION SO THAT YOU WILL GET YOUR FULL TIME, HOWEVER, IF WE HAVE ANOTHER CUSTOMER SCHEDULED RIGHT AFTER YOUR APPOINTMENT, YOUR SESSION WILL BE CUT SHORT. YOU WILL BE RESPONSIBLE FOR PAYMENT OF THE FULL SERVICE. PLEASE BE PROMPT.

WE HAVE THE RIGHT TO REFUSE OUR SERVICE TO ANYONE.

THANK YOU FOR YOUR BUSINESS.

JA & JAIYEN TEAM