

Ape + Canary Spa Etiquette Guide

At Ape + Canary we strive to deliver a relaxing urban spa environment and to service the community at large. In order to achieve this goal we humbly ask everyone to adhere to the following guideline.

Our Amenities include:

- Co-Ed Spa Sanctuary
- Hair and Nail Waiting Room
- Dry Sauna
- Waterfall Showers
- Shampoo, Conditioner, Body Wash, Styling Products
- Lockers
- Towels, Spa Robes, Sandals
- Coffee, Tea, Light Snacks

Please respect our sanctuaries by using the designated areas to return robes, towels, sandals, and glassware.

We welcome guests to bring in their own snacks so long as they are unobtrusive to the somatosensory spa environment. We suggest light cheese trays, and dried fruits. Please note that we do not provide items from Char and that they do not deliver items. All guests are responsible for the items that they bring in.

In our effort to maintain a tranquil spa environment please refrain from loud conversation in the sanctuary.

Booking

- A Valid credit card is required to honor all appointments.
- We require First Name, Last Name, Email(for billing), and mobile number for appointments.
- Please plan to arrive 15-30 minutes prior to your service start time. If you are late to your service it will still end at the scheduled time for the sake of other clientele.
- If you receive a facial after September 2019 an annual digital consent questionnaire form is required. Please allow the appropriate time to complete this form.

Cancellation

-We ask that all cancellations be made 24 hours prior to the scheduled day of booking. We charge 50% of the service to the card on file for the sake of the provider and their time

Cell Phone Use

In our quiet environment we ask that all calls be taken in our front vestibule. We do not permit the use of cell phones in our locker rooms or sanctuary, and encourage all guests to “unplug”.

Hair and Nail Guests

While waiting for your services please use the hair and nail waiting room. Use of the spa sanctuary is for spa services only, as we limit guests to maintain a relaxing environment. Spa Day passes may be purchased for \$20 during weekdays in addition to hair or nail services.

Day Passes

Passes are required for all visits without scheduled appointments. They are available for purchase at \$20 and are only available for weekday use Tuesday through Friday. Ape+Canary reserves the right to deny a day pass at any time given the volume of business.