

TERMS & CONDITIONS

Sales Tax & Gratuity

All services will be charged a Sales Tax (Hawaii G.E) and 18% gratuity fee to base price of Spa Service

Advanced Reservations

We highly recommend that you schedule your appointments at least one week in advance to ensure that your preferred time and treatment or service is available. Last minute scheduling is possible and welcome, if available.

Cancellation Policy

As a courtesy to other Spa guests and our therapists, please give at least a 24-hour notice of cancellation to avoid full charge. A credit card number, advanced payment, or gift certificate number is required at the time of the booking. For spa packages and two or more guests coming together we require a 48-hour cancellation notice. Groups and bridal parties will require a 50% deposit at time of booking. We do not provide refunds for cancelled or missed appointments. .

Spa Arrival

We recommend that you check in at Spa Reception at least 10 minutes prior to your appointment. This gives you time to enjoy a warm or cool beverage and to start the relaxation process prior to your service. Late arrival may mean reduced treatment time.

Payment Types

We accept cash, debit cards, Visa, MasterCard, and American Express – with proper identification.

Spa Etiquette

Our Spa environment is one of tranquility and relaxation. Please respect all spa guests' right to privacy and serenity. Please turn off all cellular phones and pagers while in the spa area and please keep voices to a whisper.

Guests under 15

Need to be accompanied by a responsible adult.

Health Conditions

Please advise us of any health conditions, allergies, or injuries that could affect your treatment or service when making your Spa reservation.

Pregnancy



We have specially designed treatments for expectant mothers. Please allow Spa Reception and therapists to guide you in selecting which treatments and services are most suitable for you during this special time.

Loss or Damage

We regret that we cannot be responsible for any loss or damage of personal articles. Please keep all valuables with you during your visit.

Product Returns

We will accept returned products within 30 days of the date of purchase, if accompanied by the original receipt, for refund of the purchase price. After 30 days, a merchandise credit will be issued.

Gift Certificates

Spa Pure gift certificates are non-refundable. Gift certificates should be used within 12 months of purchase or as noted on the expiration date. Certificates may not be used to purchase or be exchanged for other gift certificates or cash. Spa Pure is not responsible for lost or stolen gift certificates. In order to protect gift card identity, please have ID available when redeeming. Spawish gift certificates may be redeemed at Spa Pure.

Prices

Prices for services and products are subject to change on our website and menus without advance notice.

Terms and Conditions

Spa Pure reserve the right to change these terms and conditions from time to time in its sole discretion.

Right of Refusal

Spa Pure reserves the right to refuse service to any client for improper conduct. Inappropriate conduct or language during a service will result in immediate termination of the service. We reserve the right to define inappropriate conduct.