

Our Policies

We kindly ask that you provide 24 hours notice if you must cancel or change an appointment. No-shows or late cancellations may incur charges.

When scheduling a service that lasts 60 minutes or more, we ask that you provide a credit card number to hold the reservation.

Our day goes much like yours, with interruptions and changes. We work with people and do our best to run on time. We will give the same attention to everyone regardless of the status of our schedule.

To ensure a relaxing experience, we ask that you arrive 15 minutes prior to your appointment.

Please mute cell phones when entering the salon or spa.

We maintain a smoke-free environment for the health of our clients and staff. Please do not smoke.

So you may get the most from your spa experience (and for your child's safety) we ask that you make alternate accommodations for children under 12 years old.

Light refreshments, coffee and tea are served during visits.

We encourage you to wear a smock over your clothing when receiving chemical treatments in our salon. We do not assume liability of damage to your clothing.

Plush robes and comfortable slippers will be provided to all of our guests receiving spa services.

Use of our shower is available to our spa guests.

It is recommended that you keep your valuables with you at all times. Hot Locks does not assume liability.

Gratuities: Often our guests ask us what is an appropriate tip? The following can be used as guidelines. Good service: 15% of the total bill, Exceptional service: 20% of the total bill. Because of our team concept method of operation, it is not necessary to tip multiple technicians. Your primary service provider will share a gratuity with any other appropriate support staff.