

Spa Etiquette and Policies

Our mission is to ensure our clients satisfaction. Please take a moment to read the following Frangipani Hair & Beauty Spa etiquette and policies and we thank you for your understanding, as this helps us to provide our clients with quality of service.

Reservations

Frangipani Hair & Beauty Spa is open daily
Tuesday to Saturday 9AM – 5PM
Sunday 10am to 4pm.
Monday closed.

Located at Shop 9 & 10 Ritz Centre, 22 Horton St, Port Macquarie NSW 2444

To book a treatment or to find out more about the services we offer, visit our website www.frangipanispa.com, or call us at 0435 947 880. We do recommend booking in advance, but we'll do our best to accommodate your request.

Parking

Parking is available at location as follow:
Port Central Shopping Centre – 1 hour and 3 hours parking
Horton St, 1 hour parking
Clarence St. 2 hours parking

Arrival Time

Please arrive 15 minutes before your scheduled treatment time. This gives you and your therapist time to plan the perfect experience. If you arrive late, we may need to reduce your treatment time and you still be charged 100% of the treatment cost. We'll do our best to avoid that, but it's not always possible.

Medical Conditions

When making your reservation, please advise us of any medical or health conditions, allergies or injuries that might affect your experience.

Pregnancy

We have treatments suitable for mums-to-be and nursing mums. Our team will happily help you select the most suitable treatments for you to enjoy.

Minimum Age

You'll need to be at least 16 years of age to book for spa services.

Spa Etiquette

To make things more comfortable and relaxing for everyone, our spa is a mobile phone free environment, please switch your mobile phone to silent. Please leave any jewellery and valuables at home.

Payment & Cancellations

We accept Visa and Master Card. Credit Card details are required at the time of booking. A 100% charge will apply for any treatments cancelled with less than 48 hours' notice. The same applies for no-show bookings. If you need to reschedule your appointment, please do so within 48 hours of your treatment time. All prices include GST.

Gift Vouchers

Beautifully presented Gift Vouchers are available for all treatments, products and packages. Gift Vouchers can be purchased online or directly from the Spa. Simply visit our Frangipani Hair & Beauty Spa website or call us on 0435 947 880.