



## The Spa at Ocean Place Group Agreement and Cancellation Policy

Thank you for booking your special occasion at Ocean Place Resort and Spa. The Spa at Ocean Place invites you to enjoy our rich atmosphere of relaxation and renewal. We specialize in creating a serene environment for your total rejuvenation. Our experienced staff will care for you and your guests to ensure a memorable and exhilarating experience.

It is our job to customize an indulgent spa day for you and your guests to enjoy. The services you select are reserved and tailored just for you. Special time and care is put into planning every spa party. This agreement will assist us to coordinate your treatments and scheduled times as well as provide you with information to help plan your event.

Please complete all information on the agreement. Should you have any questions, we are here to assist you.

Thank you again and we look forward to welcoming you soon!

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A signed agreement is necessary for groups of 4 guests or more. We can accommodate up to 8 guests at one time.

**Scheduling:** Due to the heavy volume of Spa reservations, The Spa at Ocean Place must receive your signed contract with the names of your guests and their treatment requests no later than 30 days prior to your reservation. We will then schedule appointments for each guest in communication with the host/hostess. The host/hostess is responsible for communicating the itinerary, necessary arrival times and spa etiquette to the group. Special requests of therapist gender or time within the event is based on availability and are subject to change. All Spa party contracts submitted within 30 days may not be granted due to appointment availability. Any changes to the number of guests attending, selection of treatments or time of reservation must be completed and communicated by the host/hostess to the Spa 7 days prior to the date of reservation to avoid being charged the full amount of the reservation. Changes to the itinerary are subject to availability. We will not allow any email changes in regards to the contract. The contract must be filled out properly before being submitted.

**Deposits/ Final Payment:** Once the itinerary is finalized, a credit card is required to hold all appointments within the party. \*The Host/hostess will complete the attached credit card authorization form for final payment. The Spa at Ocean Place can accommodate party guests making final payments individually. \*Any remaining unpaid balance will be the responsibility of the host/hostess and the credit card on file will be charged.

**Cancellation Fees:** Any Spa party may cancel up to 14 days prior to their scheduled date. Cancelling within 14 days of your scheduled party will result in 50% of the total services booked.

**Private Spa Fee:** For larger groups we have a rental fee of \$100 an hour. This allows you and your guest's access to our private lounge. Based on availability.

**Gratuity:** A 21% service charge will be added to all final bills (individual or total group). **Check in:** Guests should arrive at least 30 minutes before the start of their treatments to fill out intake forms and change into robes and slippers. Please note: we ask that guests not arrive more than 1 hour before their first scheduled service, as we may not have seating available. Attached are the forms to be brought with you to your party. Please have your guests fill them out and bring them the day of the service.

**Late Arrivals and No-Shows:** Treatments will begin promptly at their scheduled time, with treatments being done in rotation between guests in the party. Please understand that the technician's time is reserved specifically for your party. Late arrivals will have a shortened treatment time. An unrushed treatment will be rendered only for the remainder of the scheduled session. You will be responsible for the full service cost. The host/hostess will be responsible for any guest who is not present for the scheduled treatment.

**Spa Etiquette:** In consideration of all spa guests, we ask that all group members use quiet voices. Please refrain from cell phone usage.

**Food and Alcohol:** According to New Jersey State Law, we cannot allow outside alcohol to be brought into the Spa. Please let us know if you would like to order champagne, mimosas or other cocktails for you guests. We will be very happy to coordinate food and beverage orders through our restaurant services. Complimentary gourmet hot tea and lemon water are served at The Spa.

**Spa Amenities:** As guests of our Spa you gain access to all of our spa amenities. This includes our locker rooms, Spa lounge with a 180 degree view of the ocean and steam rooms located in the men's and women's locker room. You also gain access to the hotels indoor pool and fitness center which are located just below the Spa on the lobby level.

**Hotel Amenities:** During our summer season, Memorial Day- Labor Day, Spa guests who are not guests of the hotel can be eligible to gain access to our outdoor pool and private beach. Spa guests with any 50 minute or more Spa treatment can pay an additional \$100 to purchase a combination outdoor pool and beach pass. Based on availability. Holidays and Weekends are excluded. Day passes must be purchased in advance. When your contract is submitted you will be charged for the outdoor pool or beach passes. Beach towels can be obtained at our outdoor locker room Non-returned towels will be a fee of \$35.00 per towel. Wristbands will be given the day of your party. State and local guidelines apply and must be followed for capacity at the outdoor pool and beach.

### Host/Hostess Contact Information

Host/Hostess \_\_\_\_\_ Today's Date \_\_\_\_\_

Email address \_\_\_\_\_

Daytime Phone \_\_\_\_\_ Evening \_\_\_\_\_ Cell \_\_\_\_\_

**By signing the Spa Group Agreement, the host/hostess agrees to the terms and conditions of all pages.**

Host/Hostess Name (Please print) \_\_\_\_\_ Date \_\_\_\_\_

Host/Hostess Signature \_\_\_\_\_

### Event Information

Total Number of Guests \_\_\_\_\_ Event Date \_\_\_\_\_ Requested Time of Arrival \_\_\_\_\_ Please

List the names of all guests. If applicable, please indicate the guest's role in the group (Guest of Honor, Bride, Birthday Honoree, etc.) Please enter the service or package requested.

| GUEST NAME | SERVICE OR PACKAGE | PHONE NUMBER |
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Other information or specific requests \_\_\_\_\_

Upon receiving the completed, signed and dated agreement, the group itinerary will be created by our Spa Group Coordinator. Once the details are finalized between the group host/hostess and

The Spa at Ocean Place, a credit card will be required to hold all appointments.

## Credit Card Authorization Form

I hereby authorize Ocean Place Resort & Spa to charge my personal/corporate credit card for the charges outlined within the Spa Agreement.

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Name of Event or Guest

Group/Function

Date of Event

### Credit Card Information

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Credit Card Number

Expiration Date

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Name as Printed on Card

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Signature

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Billing Address

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City

State

Zip Code

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Telephone Number

On Site Contact to authorize charges

Estimated Charges

**This authorization is to hold event day appointments. Your card will only be charged for the reasons stated in the contract.**

**Please include a copy of the cardholder's driver's license with this form.**

Scan and return by email to [Spahost@oceanplace.com](mailto:Spahost@oceanplace.com)

**One Ocean Blvd, Long Branch, NJ 07740 Tel: 732-483-5717**

