

Lomilomi Hana Lima Reservations Policies

Appointment Information

In order to maximize your visit, please arrive 15 minutes prior to your appointment. If you are running late, we will do our best to accommodate you for the full length of your allotted time, schedule permitting. Otherwise, we regret your treatment will still have to end on time, so as not to delay the next guest. Appointments cut short due to late arrival, are payable in full. A credit card will be required to secure your reservation. For travel directions, scroll down this page for our best suggestions.

On Your First Visit

You will be asked to fill out a brief intake form containing general information, allowing us to provide you with the safest, most appropriate treatments. All information you provide is confidential.

Etiquette

The Center & Spa is a place of calm and relation. Out of consideration for others, please keep cell phones off and voices lowered.

Booking and Cancellations

We understand that sometimes schedules change. We kindly ask that you give us 24 hours notice so that someone else may visit. If less than four hours notice is given, you will be charged a 50 percent cancellation fee and no shows will be charged the full treatment fee. If you arrive late, your appointment may be shortened to allow our staff to be on time for the next appointment.

For general group bookings of three or more, we require 48 hours notice for changes or cancellations, along with a 50 percent deposit for all services reserved by the group. Spa parties require seven days cancellation notice, along with 50 percent deposit. A credit card provided at the time of the appointment will secure group or spa party reservations. The credit card holder agrees to be responsible for any cancellation fees incurred by him or herself, or any member of the group or party.

For Your Consideration

Please secure your personal belongings prior to, and after your treatment. Whenever possible, please leave jewelry or other valuables at home. We cannot be responsible for personal items left behind.

Gratuities

Although wholly discretionary, gratuities are a nice way to say “mahalo” for the type of personalized, unique attention offered by our team of professionals. Medical treatments generally excluded, a customary gratuity ranges from 15-20 percent, but if for some reason you were not happy with services received, we ask and count on your honest feedback so that we may make corrections or improvements on your behalf and for all our valued clients.

Product Purchases

A merchandise credit will be issued for unused, unopened products returned within 14 days. Damaged merchandise can be returned for replacement with the same item or store credit.