

FAQS

Where is Chanoyu located?

We are located upstairs of the Japanese restaurant WabiSabi Salon. From Smith Street look for the WabiSabi Salon signage which is located at 94 Smith Street.

How do I get upstairs?

Enter via the main entrance of the restaurant and take the staircase behind the counter.

What are your opening hours?

Monday	Closed
Tuesday	10 am to 6 pm
Wednesday	10 am to 6 pm
Thursday & Friday	10 am to 8 pm
Saturday	10 am to 6 pm
Sunday	10 am to 3 pm

Do I Need to Book in Advance?

We operate exclusively on an appointment basis so we highly recommend booking in advanced to secure your prefer date and time.

Are you open on weekends?

Yes, we are open weekends both Saturday & Sunday and we strongly recommend that you arrange your appointment with us in advance. Note that unlike most places, our treatments do not incur a surcharge for weekend appointments.

Do you open late?

Yes. We open late on Thursday & Friday nights until 8pm. The last booking is at 6.30pm.

Do you take group bookings?

Yes we do and we specialise in small group bookings and this can include bookings for birthdays, weddings etc. We enjoy making your day special. Please contact us for options and arrangement that suit your needs. Bookings need to be arranged in advance and are subject to availability.

How do I make an appointment?

Call 039653 9476 to speak to a friendly staff member.

Alternatively appointments can be made instantly via our online booking system from our website. <http://chanoyuspa.com.au/>

Where do I park?

Metered street parking is available in the area as well as Coles supermarket carpark, where you can enter via Little Oxford Street. P signed street parking is available for parking at a \$10 flat rate, and these places can be found on Oxford Street and Cambridge Street.

How long have you been in business?

We have been at the current location for seven years and this is our only location.

What treatments do you offer?

Our extensive treatment menu ranges from advanced skin care, spa facial therapies, Body Massage, Body Treatments, Hand & Foot Therapy, Waxing & Tinting. We advise you to take a look at [our Treatment Menu](#) available from our website for more details. If you have any further questions please contact us using our Contact form <http://chanoyuspa.com.au/contact/> or by phone on (03) 9653 9476 or email at info@chanoyuspa.com.au

Are treatments available for men?

Our treatments are unisex, suitable for both women and men. Our Retreat packages are very popular for couples.

Do you have treatments suitable for sensitive skin?

Yes we do! All of our facials and treatments can be customised to your specific concerns and needs. Your therapist will go through any concerns you may have prior to your treatment.

Do you treat pregnant women?

Yes! We recommend avoiding massage in the first trimester. All other treatments can be performed and will be customised to avoid unsuitable products. Please let your therapist know prior to your treatment if you are pregnant or lactating.

I am seeing a doctor for a medical concern, can I have treatments?

We always recommend having your doctors consent prior to having treatments. Massages are not recommend for clients currently being treated for cancer. We recommend taking your doctor's advice once in remission before coming in for a massage. Other treatments can be performed, however please speak to your doctor or chat to us for more information.

What payment methods are accepted?

Chanoyu accepts Cash, Eftpos, Visa, Mastercard.

What is the Chanoyu cancellation policy?

Appointments are reserved especially for you. We understand that plans change, so we kindly ask that you give us 24hours notice should you need to change or cancel your appointment, otherwise a 50% cancellation fee will apply. Confirmation of an appointment is acknowledgment of this policy. SMS confirmations are sent out 48hrs prior to the appointment.

How do I purchase a gift voucher?

To make it convenient for you for a last minute gift or a special surprise, we have an E-Gift Voucher which can be purchased from our website. <http://chanoyuspa.com.au/vouchers-and-gift/>This will ensure that it is sent out either directly to the recipient's email address or to your email address instantly after payment is made.

How long is your gift voucher valid for?

Our Gift voucher is valid for 6 months, this is to encourage the recipient to redeem their lovely gift by coming in and enjoying the experience soon. However, if you think you are not able to use it by the expiry date, please

contact us in advance and we are happy to extend the date for you. After that it will become invalid.

Does Chanoyu have a returns policy?

Yes, however we do not provide a refund on retail products or gift vouchers. Products can be exchanged for a replacement voucher or salon credit when accompanied by a receipt within 14 days of purchase.