

The Spa at Madden's – Spa Group Contract Agreement

Thank you for choosing **The Spa at Madden's**, where timeless Minnesota hospitality, personalized service, and a tranquil lakeside setting come together to create truly memorable spa experiences. We are honored to be part of your special occasion and look forward to providing a relaxing, seamless, and thoughtfully curated visit for you and your guests.

Please review this agreement carefully and complete all required sections. The information provided allows our spa team to design an experience that reflects the exceptional standards and warm service for which Madden's on Gull Lake is known.

Once completed, please return the **Spa Group Contract Agreement** to **Sara Binkley** at **sbinkley@maddens.com**. Upon receipt, your requested date and service times will be reviewed for availability and reserved if available.

Please note: **Appointments cannot be held or confirmed until this completed agreement is received.** All requests are subject to availability, and while we cannot guarantee all preferences, our team will make every effort to accommodate your group's needs.

If you do not receive a confirmation call or email after submitting this agreement, please contact us at the email above.

We look forward to celebrating your event—whether corporate, bridal, birthday, or simply a well-deserved day of relaxation—delivered with the care, attention, and genuine hospitality that define **The Spa at Madden's**.

Event Information

Requested Event Date(s): _____

Requested Service Start Time(s): _____

Occasion:

Bridal Birthday Corporate Other: _____

Group or Business Name: _____

Client Group Coordinator Name: _____

Email: _____ Telephone: _____

Estimated Number of Guests: _____

Spa Group Contract Terms & Conditions

1. Reservation Guarantee

A valid credit card or Resort Master Bill is required to secure all reservations. The card will not be charged until the date of service unless cancellation terms apply.

2. Private Spa Parties (November -April Only)

A **Private Spa Party** guarantees exclusive use of The Spa at Madden's during your reserved time, ensuring a serene and private environment for your group (no outside guests scheduled).

Private Party Fees (up to 4 hours):

- Monday–Thursday: **\$300**
- Friday–Sunday: **\$400**

3. Cancellations & No-Shows

To allow our therapists and staff to provide the highest level of service, your credit card or Master Bill will be charged **100% of the reserved service fees** for:

- No-shows, cancellations, or changes made within **48 hours** of scheduled services
- Groups of **5–10 guests** require at least **7 days' notice** to cancel all appointments
- Groups of **11 or more guests** require at least **14 days' notice** to cancel all appointments

Cancellations made after these deadlines may be charged up to the full-service amount.

4. Changes to Reservations

No changes are permitted within **48 hours** of the event or after final confirmation has been provided.

5. Service Pricing

All group services are charged at the **current menu rates** at The Spa at Madden's. Prices and services are subject to change without notice. **Promotional pricing does not apply** to spa groups or private parties.

6. Guest Check-In

Guests are required to check in at the spa front desk **10–15 minutes prior** to their first scheduled appointment to ensure a smooth and timely experience.

7. Delays & Late Arrivals

- The spa is not responsible for delays due to weather, traffic, construction, or other circumstances beyond our control.
- If running late, please call the spa at **218-855-5917**. While we will do our best to accommodate, service times may be shortened to maintain the schedule. **Full service charges will apply.**

8. Spa Etiquette

To preserve the peaceful atmosphere our guests expect, we kindly ask that all visitors:

- Speak softly
- Silence or power down cell phones and devices
- Step outside to take phone calls

9. Checkout & Service Charges

If a guest does not check out with the spa front desk prior to departure, their services will automatically be charged to the **Group Master Account**.

10. Alcohol Policy

Outside alcohol is **not permitted** for group events unless designated as a **Private Spa Party**.

11. Group Sign-Up Sheet

- Once this agreement is received, a service sign-up sheet with available times and services will be provided.
- The completed sign-up sheet must be returned **at least three (3) weeks prior** to the event.
- If guests are paying individually, **phone numbers and email addresses** are required.
- If the group is covering all services, **first and last names only** are required.

Billing Details

Who is responsible for payment?

Group Individual

If **Group**, please specify preferred services, time lengths, or price range:

Who is responsible for gratuity? Group IndividualIf **Group**, gratuity percentage: _____%Is the group interested in covering any **alcoholic beverages, service enhancements, or retail products** to further elevate the guest experience?

_____**Agreement Acknowledgment**

By signing below, the Client Group Coordinator acknowledges that they have read, understand, and agree to all terms and conditions outlined in this Spa Group Contract Agreement. The Client Group Coordinator's signature binds all group participants to these terms and confirms responsibility for ensuring compliance by all attendees.

Group Name: _____**Group Coordinator Name:** _____**Signature:** _____ **Date:** _____

We appreciate the opportunity to host your group and look forward to welcoming you to The Spa at Madden's—where relaxation, refined service, and Gull Lake tradition come together.