

First and foremost, thank you all for your support through such an interesting time. As some of you know this journey started for me in January 2020. I never in my wildest dreams thought of the challenges that may lay ahead as we experienced a pandemic. I have been very fortunate to meet so many great people by having a location in Round Rock and Georgetown and feel truly blessed for all the relationships that have formed. As we all know change is inevitable and never easy.

Effective March 7, 2023, the building at 603 S Mays Street and the assets of HALINA - Round Rock were purchased by Viva Day Spa. This was a very difficult decision for me and one that I reluctantly made but felt was necessary for the long-term future and survival of HALINA. HALINA will continue to operate out of our brand-new facility in the Grove. The new location is just a short distance from where it all started on Burnet Road in 1970. I was introduced to one of the owners of Viva in 2020 and have become very impressed with the team and their culture over that period of time. Viva is made up of a fantastic team of more than 170 employees with resources that are wonderful for the future growth of Round Rock.

HALINA - Round Rock will be ceasing operation at the end of business on April 1, 2023. Viva will be closing the Round Rock location for a temporary period of time with plans to reopen a beautiful updated spa later this Summer. Viva is currently in discussion with all of my amazing Round Rock teammates regarding future employment opportunities with the exception of our two nurses, Erin Spousta and Angela Mueller, who will remain at the Grove.

For those of you that purchased gift cards or package series, you can find answers to most of your questions below. If there is a more specific question you can email us at thegrove@halinaspa.com

In closing, I would like to personally say thank you so much to all of you that showed your support for our team and our business over the past years. I am truly sad to be making this announcement but am very excited about what the future holds for Viva in Round Rock and our continuing journey of growth at the Grove. Thank you to everyone.

Warmest Regards;
Rich Ryan - Proud Owner of HALINA Spa

Redeem your HALINA gift card at HALINA at the Grove for a 25% Bonus

You can trade your HALINA gift card out for a new card to use at the Grove. We will give you a new gift card and add 25% to your balance as a thank you and an apology for any inconvenience. Simply send an email with your gift card number and we will issue a new card with the new balance. If you would like us to send the new card out to you, please provide an address in the email. Your new card will be valid for all the services we offer and retail products (in-spa only) at the Grove. To redeem your gift card, our team will need your full name, email address, phone number, and the purchaser's name to confirm your balance.

Redeem Your HALINA Gift Card at Viva

You can use your HALINA Spa gift certificate at any Viva Day Spa + Med Spa from April 3, 2023, until March 31, 2024. Apply your HALINA gift card balance towards any Viva [spa treatment](#), [med spa service](#), product or retail gift (in-spa only), or gratuity. You can even purchase a Viva Day Spa gift certificate with it!

You'll redeem your gift certificate when you check out at Viva. Their team will need your full name, phone number, and the purchaser's name to confirm your balance. If you received your HALINA Gift Certificate digitally via e-Gift, we'll also need the associated gift card number. Also, let us know that you'll be using your HALINA gift card balance when you call to schedule your appointment. Or simply add it to your appointment notes using Viva's Online Booking system. That will help speed things along at check-out even more!

Your HALINA Series Balance can be converted to one of the following

1. Remaining services can be redeemed at HALINA at the Grove through the end of 2024
2. You can request a refund for any remaining services through thegrove@halinaspa.com. The calculation will be based on the number of services purchased divided by the dollar amount x the remaining services. I.e. 6 massages/ \$500 = \$83.33 x 4 remaining massages would be \$333.32
3. Viva is also allowing for the conversion of HALINA's spa and med spa series balances. Viva Day Spa + Med Spa will honor a 1:1 dollar transfer of any balance you have remaining on your spa or med spa packages/series to a balance credit at Viva. You'll be able to use your new credit toward any of their spa services, med spa services, Viva Day Spa [gift certificates](#), skin care products, or retail gifts (purchased in the spa only). They will need your full name and phone number to confirm your HALINA Series/Package balance and convert it over to Viva.