



Affordable Spa Services Policies & Procedures

BY APPOINTMENT ONLY

Cancellation Policy

We understand that unanticipated events happen occasionally in everyone's life. In our desire to be effective and fair to all clients, the following policies are honored:

24-hours' notice is required when cancelling an appointment. This allows the opportunity for someone else to schedule an appointment. If you are unable to give us 24 hours' notice you will be charged the full amount of your appointment. This amount must be paid prior to your next scheduled appointment. While we understand that emergencies do happen, the reason for the cancellation does not change our policy. We will, however provide credit for any appointment times we are able to re-book. For this reason, ample notice is requested. A credit card number is required to hold all reservations.

No-shows

Anyone who either forgets or consciously chooses to forgo their appointment for whatever reason will be considered a "no-show." They will be charged for their "missed" appointment. Persistent "no-shows" (3 or more times) will no longer be allowed to make appointments.

Late Arrivals

If you arrive late, your session may be shortened to accommodate others whose appointments follow yours. Depending upon how late you arrive, your therapist will then determine if there is enough time remaining to start a treatment. Regardless of the length of the treatment given, you will be responsible for the "full" session. Out of respect and consideration to your therapist and other customers, please plan accordingly and be on time.

Conduct

Inappropriate behavior/ sexual harassment will not be tolerated, and will result in immediate termination of your session. The credit card on file will be charged the full amount of the service if you are asked to leave for any reason or if you walk out without paying for your services.

Anti-Discrimination Policy

We pride ourselves on being an equal opportunity employer, and we prohibit discrimination or harassment of any kind. We celebrate diversity. All employment decisions are based on business needs, job requirements and individual qualifications, without regard to race, color, religion or belief, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, HIV Status, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, past or present military service, family medical history or genetic information, family or parental status, or any other status protected by the laws or regulations in the locations where we operate. We will not tolerate discrimination or harassment based on any of these characteristics. From time to time we have clients request a therapist based on gender, race, religion, or other factors not related to health concerns or the therapist's skill level or educational background.

Since these factors do not determine the value of the massage, we do not honor these prejudices. We assign clients to our therapists based on the client's health needs, and who will be the best therapist for them based on those needs. We also assign appointments based on availability. There are plenty of Spas who only hire a specific gender or race, etc., and one of those may prove to be a better fit for clients who find these factors more important than the quality of the massage itself.

Gratuities

For your convenience 20% gratuity will be added to the card on file for any Groupon customers who forget to leave a gratuity or for parties of 2 or more who forget to leave a gratuity.

Illness

If you are sick please be courteous to others and cancel your appointment, we will be happy to reschedule you without charge (doctor's note may be required to waive fee if less than 24 hours notice is provided). If you show up to your appointment visibly ill your appointment will be canceled and full payment will be charged.

Your Responsibilities

It is the responsibility of the client to let the therapist know if there is anything he or she can do to make the session more comfortable. Including but not limited to adjusting the pressure, volume of music, temperature in the room, and/or lighting. If something makes you uncomfortable it is your responsibility to say so. By signing below, you agree to and understand these policies.

Client name (printed): _____

Client Signature _____ Date _____