



## Policy Form

### **Scheduling**

Services are done by Appointment only. To accommodate today's busy lifestyle, we do offer the ability to schedule your appointments online or by phone. To ensure that we are able to accommodate your preferred appointment times, we ask that you schedule with as much advance notice as possible. All appointments are reserved with a credit card at the time of scheduling.

### **Cancelations**

Please be aware, as a courtesy to our staff, we do require a 24-hour notice for canceling any scheduled appointment. A 50% fee of the scheduled service will be applied to your credit card and will be non-refundable if this notice is not met. A no-show of any scheduled appointment will require a 100% fee of the scheduled service price to be applied to your credit card and will be non-refundable. We will always do our best to reschedule an appointment, however, these are the minimum requirements of notice allowable in order to respect the time our therapist sets aside for your appointment. Thank you in advance for your understanding of our policy.

### **Arriving Late**

If you are late for your session, you are welcome to receive whatever time is left in your appointed time slot. Due to our tightly booked schedule, we are generally unable to extend your session beyond your original appointment time. Regardless of length of the service actually given, you will be responsible for payment of the full service you scheduled.

### **If You Are Sick**

In an effort to maintain a healthy environment, we ask that if you are sick (which includes a cold, a fever, the flu, etc.) or have the onset of symptoms of an illness, that you reschedule your appointment. If you arrive for your appointment with symptoms of an illness you will be asked to reschedule your appointment. This is for your wellbeing as well as the health of our employees, Therapists, and other clients. If you need to cancel your appointment, please call us as soon as possible and we will be happy to reschedule your appointment for a time when you are feeling better.

\*Receiving a massage while you are sick is not advised. While in the early and acute stage of a cold, flu, or other illness a massage can accelerate the onset of the infection and intensify its severity (via additional circulation of blood and lymph). If you get a massage after the infection has peaked, you may experience a relapse of symptoms and feel sick again.

Please wait until you have been well for at least a week before getting your massage.

**Other Health Considerations**

Please inform us at the time of scheduling of any health conditions such as allergies, special needs, Considerations or limitations that you may have. Your safety is important to us!!

**Age Requirements**

We accept appointments for children under the age of 16 if they are accompanied by a parent or guardian during the service and have a parent or guardian signed waiver.

Children 16 - 18 are required to have a parent or guardian signed waiver but are NOT required to be accompanied by a parent or guardian during the service unless requested by the child or the therapist.

**Your First Visit**

Please arrive 5-10 minutes early for your first visit to allow for time to fill out your brief health intake form. If you are unable to arrive early, please print and complete our form ahead of time.

**Communicate Your Preferences**

Be sure to speak up. All aspects of your massage session can be modified to your preference: pressure (too much/not enough), lighting in the room, temperature, or whether or not you choose to have a conversation or enjoy the treatment in silence. Our goal is to make you feel as safe and as comfortable as possible.

**Payment**

Full payment is due at the time of service. We accept check, or credit card (Visa, MasterCard, Discover, or American Express). Cash is only accepted for tips.

**Cell Phone Usage**

In order to maintain a relaxing and tranquil atmosphere for clients, we ask that all cell phones and pagers be silenced or turned off upon entering our center. Cell phone use is not permitted beyond the reception area.

**Gift Cards**

Gift cards may be purchased for any value amount and are redeemable for massage services only and have no cash value. White Pebble Spa Co is not responsible for lost or stolen cards; unauthorized card usage; or damaged cards. Cards may be replaced if a valid card number can be provided. Replacement cards will be the value of the card at the time we received your report.

We value you as a client, and Thank You in advance for acknowledging our etiquette & policies. We want your experience to be the very best.

**PRINT NAME:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_