



MASSAGE POLICIES

WE THANK YOU FOR CHOOSING US AS YOUR PROVIDER OF THERAPEUTIC MASSAGE SERVICES. WE STRIVE TO PROVIDE YOU WITH THE HIGHEST QUALITY EXPERIENCE. PLEASE COMMUNICATE WITH US HOW WE MAY PROVIDE YOU WITH EXCELLENT SERVICE. IF YOU WOULD PREFER A CHANGE IN A SPECIFIC ENVIRONMENTAL PARAMETER, SUCH AS A CHANGE IN THE MUSIC, AROMATHERAPY, OR TEMPERATURE, PLEASE LET US KNOW. IF YOU PREFER THAT THE MASSAGE THERAPIST APPLY MORE OR LESS PRESSURE PLEASE LET HIM OR HER KNOW SO THAT WE CAN PROVIDE YOU WITH EXCELLENT SERVICE.

YOU WILL BE PROVIDED A 15 MINUTE GRACE PERIOD, IN CASE YOU ARE RUNNING LATE. IF YOU ARE MORE THAN 15 MINUTES LATE, WE RESERVE THE RIGHT TO OFFER YOUR SCHEDULED TIME TO ANOTHER PERSON.

IF YOU ANTICIPATE NOT BEING ABLE TO MAKE YOUR SET APPOINTMENT, PLEASE CALL AHEAD OF TIME SO THAT WE MAY RESCHEDULE YOUR APPOINTMENT. WE REQUIRE AT LEAST A 24 HOUR NOTICE TO MAKE CHANGES OR CANCEL YOUR APPOINTMENT WITHOUT INCURRING ANY CANCELLATION FEES/PENALTIES. IF YOU CALL TO CANCEL OR RESCHEDULE YOUR APPOINTMENT WITHIN LESS THAN 24 HOURS OF YOUR APPOINTMENT THEN WE WILL CHARGE A \$25 FEE. IF YOU DON'T CALL TO CANCEL AND/OR MISS YOUR APPOINTMENT, THEN WE RESERVE THE RIGHT TO CHARGE YOU THE ENTIRE AMOUNT OF THE SERVICE OR REDEEM YOUR VOUCHER / CERTIFICATE, IF YOU PURCHASED A DAILY DEAL.

IF FOR SOME REASON YOU ARE NOT SATISFIED WITH THE MASSAGE SERVICE, PLEASE INFORM US SO THAT WE MAY ADDRESS THE ISSUE IMMEDIATELY IN ORDER TO CONTINUE PROVIDING YOU WITH EXCELLENT SERVICE. NOT LETTING US KNOW IF YOU EXPERIENCE AN ISSUE OR ARE UNSATISFIED WITH THE THERAPIST'S WORK WILL NOT ALLOW US AN OPPORTUNITY TO ASSURE YOUR SATISFACTION SO PLEASE SPEAK UP.

YOUR SIGNATURE BELOW TESTIFIES THAT YOU UNDERSTAND AND AGREE WITH THE ABOVE TERMS AND CONDITIONS. WE APPRECIATE YOUR BUSINESS AND REFERRALS. WE STRIVE TO CONTINUE EARNING YOUR BUSINESS.

Signature

Date

Print Your Name