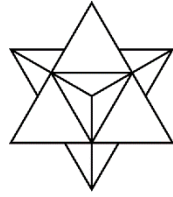


## Soulstone Spa & Apothecary



### **POLICIES AND PROCEDURES**

It is the intention of Soulstone Spa & Apothecary to provide our guests with a professional and therapeutic onsite and mobile massage. The following policies and procedures serve as a guide for first-time and regular onsite massage clients.

We understand that unanticipated events occur in everyone's life. Unforeseen events, such as a family emergency, are some of a few reasons why one might consider canceling their massage appointment.

In our commitment to provide a unique and outstanding massage experience to all our clients, and out of consideration for our therapists' time, we have adopted the following policies:

#### **ARRIVAL TO YOUR IN-HOUSE MASSAGE**

Please arrive for your appointment 10 minutes prior to the scheduled starting time. This allows you the time for a relaxed and unhurried experience. If late arrival is inevitable, your service(s) will be shortened to keep on schedule. No full or partial refunds will be given.

## **MOBILE MASSAGE ETIQUETTE**

Please be ready to meet your therapist at least 15 minutes prior to your appointment time. This allows time for a relaxed and unhurried experience. If you are late, your therapist is authorized to wait up to 20 minutes in a safe nearby location. Your service(s) will be shortened to keep on schedule. No full or partial refunds will be given.

Please ensure all pets are secured away from the treatment area, no matter how friendly. We appreciate how much your family members mean to you; however, this limits the risk of accidents and allows the therapist to focus solely on you.

## **CANCELLATION/MODIFICATION POLICY**

We require the following in advanced notice if you need to reschedule, cancel an appointment, or reduce your appointment hours:

- **12 hours' notice for individual sessions**
  - o **2 hours' notice for appointments scheduled same day**
- **72 hours' notice for couples' sessions**
- **1 weeks' notice for all spa parties and chair massage events**

This gives us enough time to fill this time slot. If you fail to cancel as requested above, you will be charged a \$50 fee per in-house appointment, \$100 for mobile appointments, and \$200 for couples' sessions. Members are not exempt from the late cancellation fees.

***Inclement Weather Policy:***

If an outdoor event is canceled by the client for inclement weather, no fee will be charged to the client if the event is rescheduled for a future date AND meets the National Weather Service definition of a "Dangerous Weather Event". To qualify for having the fee waived, NOAA & The National Weather Service should have issued a Major Storm Warning either during the day of the event, or in advance of an expected event (ex. the expected Hurricane path). You can check warnings at [weather.gov](http://weather.gov). If the event is not rescheduled, no refund will be issued.

Soulstone Spa & Apothecary reserves the right to cancel an outdoor event in the case of inclement weather if it jeopardizes the safety of our therapists. If we cancel for this reason and the event will not be rescheduled, Soulstone Spa will refund 50% of the fee.

### **SAME DAY BOOKINGS**

Please be aware that when booking an appointment on the same day, you may cancel and / or reschedule within 2 hours of requesting the appointment. Appointments canceled outside of that two-hour window shall be handled as no shows.

### **LATE ARRIVAL POLICY**

We regret that late arrivals will not receive extension of scheduled onsite massage appointments. In special cases, and when our schedule will allow, we may be able to accommodate a partial or full appointment. This will be at our discretion and only with proper, advanced notification of your late arrival. You will

still be responsible for the full price of the session as scheduled. For members, 1 session will be deducted from your account. We do not deduct partial sessions.

## **NO SHOW POLICY**

Clients who fail to show for onsite massage appointments will not be given a full or partial refund. It is important that our onsite massage therapists are compensated for reserved time slots.

## **INFORMED CONSENT**

Prior to each onsite massage session, the treatment plan will be discussed with you. At your first visit with us you will receive an electronic copy of the onsite massage therapy policies and will be asked to electronically sign the consent stating that you have read the information, understand it, and agree to comply with the professional onsite massage therapy policies and procedures.

## **SCOPE OF PRACTICE**

Soulstone Spa & Apothecary's massage therapists are licensed professionals and held to the highest standards of the American Massage Therapy Association and National Certification Board for Therapeutic Massage and Bodywork.

Massage Therapy is a profession in which the practitioner applies manual techniques, and may apply adjunctive therapies, with the intention of positively affecting the health and well-being of the client.

Massage therapists do not diagnose or prescribe for medical conditions nor are they allowed to provide treatment for a specific condition without a doctor's supervision. The onsite massage therapist is required to refer you for diagnosis and to follow recommendations of your physician.

## **RESPECT FOR CLIENT NEEDS AND BOUNDARIES**

Soulstone Spa's massage therapists are happy to adjust pressure, musical volume, work longer on an area or move on if you request it.

The client may choose to refuse any onsite massage methods, stop massage at any time, and is free to leave.

## **PROFESSIONAL BOUNDARIES**

**Requests for sexual activity will not be tolerated.** Such requests will be viewed as solicitation and reported to the proper authorities. The client shall be permanently banned from scheduling any future appointments and receiving any gifted sessions.

The breast and genital area will not be massaged under any circumstances. A professional distance will be maintained from these areas. Also, low back, hip & gluteal area will be massaged only with consent.

Sexual interaction or discussion of any kind between the client and the massage therapist is **NEVER** appropriate.

Clients will always be appropriately draped.

No minors under the age of 16 shall receive massage without a parent or guardian on premises.

## **CONFIDENTIALITY AND CONVERSATION**

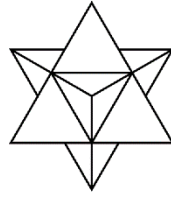
The discussion between the onsite massage therapist and the client is confidential. The client may or may not choose to talk during the onsite massage. We are happy to listen to your conversation and share our professional expertise. We thank you for avoiding topics of a sexual nature.

## **EXISTING AND NEW MEDICAL CONDITIONS**

It is the responsibility of the client to keep the massage therapist informed of any medical treatment currently being taken, and to provide written permission from the physician, chiropractor, physical therapist, etc., that the massage may be continued. The client must also keep the massage therapist informed of any changes in health conditions.

If you have any questions on the above information, please contact Soulstone Spa at 347-766-1939.

Soulstone Spa & Apothecary



**POLICIES AND PROCEDURES**

I have received and read the Policies and Procedures of Soulstone Spa & Apothecary. Scheduling any appointment with this business signifies my agreement to abide by the policies set herein. I am entitled to a copy of this document for my records. The business shall update me with any changes to the policies and procedures and should I wish to continue to receive services at Soulstone, I will submit a new, signed acknowledgement thereof.

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

For Office use only	
_____ Received by	_____ Date