

## **Policies and Procedures**

### **To our valued Members and Guests:**

We understand that unanticipated events and emergencies do occur. In addition, while we make every effort to provide a reminder for each appointment, it is the **responsibility of the client** to remember the appointment date and time. In an effort to be fair to all of our clients and out of consideration for the time of our Wow Professionals, we have adopted the following policies:

#### **Cancellation and No-Show:**

- **24 hour advance notice is required** when canceling an appointment. This allows the opportunity to fill our schedule in order to accommodate other clients and our Wow Professionals.
- Less than a 24 hour notice of a cancellation will incur the following charges:
  - \$15.00 for a 30 minute appointment
  - \$20.00 for a 60 minute appointment
  - \$30.00 for a 90 minute appointment
- If a member or guest cancels **5** or more times within the aforementioned 24 hour window, the full cost of scheduled services will be incurred.
- Cancellations with less than a 24 hour notice or failure to attend a scheduled appointment **reserved with a gift card or gift certificate** will result in the forfeiture of the entire value of the gift card or gift certificate.
- Members and guests who fail to attend a scheduled appointment with **no prior notice** are considered a **“no-show”** and will incur the **full cost** of scheduled services.

#### **Late:**

- Appointment times are arranged specifically for each client. Arriving late decreases our ability to provide the entire scheduled service. All appointments will end promptly at the pre-determined time; therefore, the session may be shortened in order to meet the needs of other clients. Clients are responsible for the **entire cost of the scheduled service**, regardless of session duration.
- In order to avoid a shortened session, it is the client's responsibility to arrive **10-15** minutes prior to the scheduled appointment time.

#### **Reservations:**

- We will always do our best to accommodate walk in requests. However, in order to ensure that you obtain your desired appointment times, we recommend scheduling your appointment as far in advance as possible to ensure availability. To guarantee your desired appointment time, a credit card is required at the time of booking. Gift Cards or Certificates may also be used in lieu of a credit card to hold your appointment. Please have this information ready when booking. We hold this information as a part of our cancellation policy and only make necessary charges on the date of your scheduled service. Upon checkout, guests may choose their method of payment. Details of our cancellation policy can be found below.
- If you are uncomfortable with leaving payment information, we gladly welcome you on a walk in basis.

- At the time of booking, please advise our front desk staff of any health conditions or special need which may affect your services. If necessary, also specify therapist gender or other preferences at this time.
- Please note that your scheduled therapist is subject to change without notice, unless specifically requested.

**Duration of Services:**

- All service durations are approximate and include allocated time for undressing and dressing.

**Minors:**

- Guests under the age of 18 must have a parent or guardian present at check in. Parent or guardian is also required to complete a release form before any service is provided.

**Pregnancy:**

- We have specially designed treatments for expectant mothers. You will be required to complete our Pre-natal release form before any service is provided.

**Spa Etiquette:**

- Wow Massage is a retreat for each of our members and guests to equally enjoy tranquility and relaxation. Please respect all guests and maintain conversations at a considerate volume in all treatment areas. Cellular phones must be turned off or to silent mode.

**Loss or Damage:**

- Please leave all valuable items at home. Wow Massage will not be responsible for any loss or damage of personal items.

**Payment:**

- All major credit cards are accepted. We also accept personal checks. Any gift cards, vouchers, or certificates must be mentioned at time of booking.

**Pricing and Service Policy:**

- All prices and services are subject to change without notice. We will do our best to keep our members and guests up to date on any changes that may occur, but encourage all clients to inquire about pricing and available services when booking your appointment.

**Gift Card/ Gift Certificate Policy:**

- Gift Cards are available in any dollar amount and may be purchased at a Wow Massage location. Gift Certificates are available for any service and may be purchased online or in store.
- The money value of a gift card will expire after 1 year; however, the service value will expire 6 months from purchase date.
- Gift Certificates will expire 1 year after purchase date.
- We are unable to process any returns or reimburse any payment transactions on gift cards or certificates even if lost, misplaced or stolen. Gift cards and certificates cannot be redeemed as cash and must be mentioned when making your appointment.

**Spa Promotions:**

- Spa specials cannot be used in combination with any other offer, promotion or third party gift certificates (groupings, double-take deals, etc).

**Gratuuity:**

- Our listed rates do not include gratuity. Therapists have gratuity envelopes located in each service room. We also accept credit card and cash gratuity at the reception desk upon checkout. Customary tipping runs 15% to 20% but is, of course, at your discretion.

**Return Policy:**

In the event you purchase any of our spa products for home use and find them to be defective, we will exchange any product within 7 days of purchase, provided a receipt is presented.

Unfortunately we cannot provide cash refunds for a returned product. Instead a Wow Massage spa credit will be provided.

All information exchanged during your visit at Wow Massage will be kept completely secure and confidential.

Thank you from your Wow Massage Team!