

SPA ETIQUETTE, POLICY AND EXPECTATIONS OF Healing Sunshine Wellness Institute

Etiquette & Expectations:

Healing Sunshine is uplifting your quality of life, mind, body and spirit. We require draping in all sessions and treatments. I understand that breast massage will not be performed during my treatment without consultation and your consent. Please voice any concerns to our therapist immediately if pressure, pain, heat sensitivities or any other comfort issues arise during my session.

Our highly trained therapists here are for the purpose of promoting: natural structural balance, pain reduction, relief of muscular tension or spasm, stress reduction, and increasing circulation.

Reservations:

By Appointment Only! We recommend that you book well in advance to secure you preferred date and time of treatment. If we do not have space available for your desired date and/or time, ask to be put on our "standby" list. **A credit card number is required to secure appointments.**

Check in: Please arrive 10 minutes prior to your appointment to avoid a reduced session time. Our Sessions run approximately 60 minutes for an hour and 90 minutes for an hour and half. Late arrivals will only receive the remainder of their allotted time, but will be responsible for paying the full amount of their session.

Cancellation Policies & fees Clients must cancel appointments 24 hours in advance. Appointments cancelled in less than 24 hours \$35.00 cancelation fee is applied per person. **Full charges will be imposed for a "no show".**

Failure to pay for missed appointments will result in no future appointments.

Payment: Payment is due at the end of each session.

We accept cash, checks and all major credit cards. All prices are subject to change without prior notice.

We do not participate in any medical insurance plans. A \$45 fee will be charged for checks returned by the bank.

Refund Policy: All gift certificates are nonrefundable. Gift certificates are transferable and can be exchanged for any treatment of equal or less value, if available.

Gift Certificates: Gift certificates for our treatments are valid for 12 months and can be purchased at the front desk in person, over the phone, or from our website. Appointment: **"no shows" will void the gift certificate.**

Gratuities: Gratuities are greatly appreciated.

Thank you very much of your Business

The Family of Healing Sunshine Wellness Institute