

ELEMENTS THERAPEUTIC MASSAGE BANNOCKBURN

STUDIO POLICIES

Updated June 6 2018

Late client arrival: If a client arrives late, their scheduled session is shortened and must end at the same time that it was scheduled to end in order to not inconvenience other clients. The session will still be charged in full.

Session timing: Your appointment or session time allows for the time required for dressing and consultation both before and after the appointment. For this reason, a one-hour session includes approximately 50 minutes of hands-on massage time; a 90-minute session includes approximately 80 minutes of hands-on time; and a 2-hour session includes roughly 110 minutes of hands-on time.

Cancellations: Our therapists hold their time for you once an appointment is made, so a notice of 24 hours is required for a cancellation. If a cancellation is made less than 24 hours from the scheduled time of service, the charge for service applies. Please notify the manager or front desk staff of extenuating circumstances.

Missing an appointment: The charge for service will apply for a missed appointment. If there are extenuating circumstances, please discuss this with the manager of the studio, or front desk staff in charge.

Multiple discounts: Clients may only use one discount at a time for services.

Wellness Program session rates: These are valid beginning with the appointment after a client joins the Wellness Program.

Refunds for service: Refunds in terms of cash are not possible, however, if a client is dissatisfied with their service, please let the front desk staff and/or manager know and they will do their best to address the issue.

Cancellation of membership: Membership may be cancelled with 30 days notice. The client should provide this by filling out the studio's cancellation form.

Suspension of membership: Membership may be suspended with 30 day notice. The client should provide this by filling out the studio's suspension form. This can only be done once per year. The hold applies to all member benefits and specials.

Gratuity / tipping: Gratuities for a satisfactory therapy session is encouraged. A suggested tipping schedule is provided at the front desk. It is based upon the "market value" of the massage, versus the membership rate.

Minor Policy: A parent or guardian is required to book all appointments for a minor under 18. A minor consent form must be filled out by the parent or guardian prior to the session. A parent or guardian is required to remain in the studio during the entire session if the child is under 17. A minor cannot be booked with a therapist of the opposite sex without consent of the parent or guardian if the minor is under 16. A minor under the age of 9 cannot be serviced.

Gift card redemptions: Gift cards purchased at Elements massage Bannockburn are only valid at this location. Local studio gift cards must be redeemed within a year of the date of purchase in order to receive the full retail value. Anything redeemed after a year will only be valid for the paid value. Gift cards cannot be combined with any other offers. This includes third party gift cards.

Prenatal- We service prenatal massages from 12- 38 weeks. We require the prenatal consent form to be filled out prior to receiving the service. Anything under 12 weeks will be turned away and we can not provide service once the client reaches 38 weeks.