

## Policies

Our services and treatments are performed by experienced, licensed/registered, and insured professionals. All of our professional team members have day spa, wellness and customer service experience. Customer service and customer satisfaction are our highest priority as we perform services for individual and groups for all occasions. All services are performed with your dignity and privacy in mind. Let BES Natural Solutions be your solution!

### **EXPECTATIONS**

A massage therapy session is an experience jointly created by the therapist and the client. Working together, massage encourages stress relief and body awareness. Your therapist will listen and respond to your words and to the tissues in your body to create a safe, healthy and supportive experience. All sessions are client centered. Your comfort and well being is the highest priority. If you experience any pain or discomfort during the session, immediately inform the therapist so that the pressure and/or strokes may be adjusted to your level of comfort. You agree to keep the therapist updated as to any changes in your medical profile and understand that there shall be no liability on the practitioner's part should you fail to do so.

### **INFORMATION AND SUGGESTIONS**

Prior to your massage, please remove contact lenses and all jewelry. Pull long hair back with a clip or band. Generally, massage is given while you are unclothed. However, you may choose to wear undergarments. You will be covered with a top sheet throughout the session. This is Your massage and You should be as comfortable as possible. Feel free to ask your therapist any questions before, during, or after the session. Your therapist is a highly trained professional and will be happy to make you feel informed and comfortable.

### **HOURS**

Open 7 Days a Week by Appointment Only – Subject to Availability. Please arrive at least 10-15 prior to your appointment to allow time to complete Intake Forms. If you are late for your appointment, this time will be deducted from the allotted time for the actual massage. Be advised that the one hour time does not begin when you get on the massage table, it begins with the time of your actual appointment.

### **CLEANLINESS**

Cleanliness, safety, and hygiene are of the utmost importance to us. We sterilize and sanitize equipment for all services and treatments.

### **MEDICAL CONDITIONS, PREGNANCY, AND MEDICATION**

We request that you disclose any medical condition, pregnancy, and/or prescription and non-prescription medication you are taking as some services may be contraindicated. We require all clients to complete a Medical-Personal History Form.

### **CANCELLATIONS**

Please be on time for your appointment.

1. Cancellation is expected 24 hours in advance for all clients. If you provide less than 24 hour notice or are a "No-Call, No-Show," you will be responsible for a fee of \$20.00. Cancellation fee must be paid within 30 days of the cancellation.
2. If you are late, you will receive only the amount remaining of your scheduled appointment. The massage therapist has the right to charge the client in FULL for said services.
3. Management reserves the right to cancel or reschedule appointments based on inclement weather or unforeseen circumstances. We commit to providing treatments within two weeks of the canceled treatment where possible.
4. Sorry, but we are unable to provide refunds for appointments that are booked for the same day. However, if you contact BES Natural Solutions within 90 minutes of your original appointment time, you may reschedule the session for a later date.
5. BES Natural Solutions has the right to cancel a treatment without notice if the client is

**intoxicated or inebriated.**

### **PAYMENTS AND SCHEDULING**

Generally, payment for in house massage services are due when services are rendered. We accept most major credit cards (Visa, Master Card, Discover, American Express), checks, money orders, cashier's checks, and cash. Invoices will be sent to clients for wellness events to include corporate massage events, pamper parties and for those who cancel appointments (See Cancellation Policy above). Invoices must be paid within 15 days from the issue date.

### **PRICES**

Prices are subject to change at any time. Travel fees and gratuities may apply.

### **GRATUITIES**

Tipping is welcome and often left to the discretion of our clients. 20% gratuities are customary.

### **ALCOHOL, DRUGS AND OTHER ISSUES**

A client's use of alcohol and other drugs diminishes the ability of the therapist to achieve desired results and may be cause to terminate the session. It is also understood that any illicit or sexual suggestive remarks or advances made by the client will result in immediate termination of the session, and the client will be liable for payment of the scheduled appointment.

### **REFERRALS**

If you have a specific medical condition or specific symptoms, massage may be contraindicated. If you are experiencing a condition that contraindicates massage, you may be referred to another appropriate health care provider. Massage should not be construed as a substitute for medical examination, diagnosis or treatment and you should see a physician, chiropractor, or other qualified medical specialist for any mental or physical ailment you are aware of. The therapist will not diagnose, prescribe drugs or give advice to clients regarding their medical conditions. Referral from your primary care provider may be required prior to service being provided.

### **PRIVACY**

All client information is held strictly confidential. Clients treatment details will not be discussed with anyone other than the clients unless the client is under the age of 18 or has a care worker or guardian.

### **ETIQUETTE**

Absolutely 100% non-sexual massage is offered. We reserve the right to terminate any appointment immediately, If any inappropriate behavior occurs with any professional member. Behavior such as touching a therapist, suggestive body language, suggestive verbal and non-verbal language including joking with any sexual intent will result in an immediate termination of the appointment session without any refunds.