

Massage Etiquette

Due to the increasing demand for appointments, the need for a waiting list for our massage clients, and the fact that our therapists are paid per client, we are instating a strict "cancellation/no show policy".

Appointments

To make an appointment you may call the clinic directly at 734-712-5911. We suggest making your appointment in advance however, please feel free to call us at the last minute and we will do our best to accommodate you. Please keep in mind that a 24-hour cancellation is required.

Please be advised that the Massage Therapists are dedicated to providing the best treatment and experience for all clients. Please arrive 15 minutes before your scheduled appointment. This will allow enough time for you to fill our paperwork, collect payment, discuss treatment plans, and disrobe. This means that if you are running late for an appointment, services may be abbreviated to maintain the appropriate schedule for the therapists and subsequent clients. The full service charge will still apply to the abbreviated appointment. Although a full charge will apply, we cannot start a treatment if you are more than 15 minutes late.

The therapists do their best to be on time for every appointment. There are unforeseen circumstances, which may cause the therapist to run behind schedule. Please be assured that the therapist will give you your scheduled amount of time and quality treatment. If for any reason this causes our clients to not be allowed their scheduled session due to the clients time schedule, we will reschedule or charge you for only the time that you are able to receive treatment.

Cancellation Policy

A 24-hour notice is required for cancellations. This allows us enough time to schedule another client so your Massage Therapist is not financially inconvenienced.

A courtesy confirmation call will be made 24-48 hours prior to your scheduled appointment

Canceling an appointment less than 24 hours in advance will result in a 50% charge of your scheduled session billed to you, deducted from your punch card, or a 50% deduction of your gift certificate. If 50% of your session is less than \$20, you will be charged a \$20 cancellation fee.

For services not cancelled, resulting in a no-show, a 100% charge of your scheduled session will be billed to you, deducted from your punch card, or a void of your gift certificate.

Please be advised that these fees must be paid before receiving further massage services.

Cellular Phone/Beeper

To maintain the serenity of your massage experience, we ask that you please turn off or silence your cellular phone/beeper upon arrival.

Payment

For your convenience, we accept, MasterCard, Visa, Discover, American Express, personal check, and cash. For employees of SJMHS we do offer payroll deduction.

Gift Certificates and Punch Cards

Gift Certificates and Punch Cards are non-refundable

Gratuity

Gratuities are not accepted

Coupons/Discounts

We do offer a \$5.00 Birthday Coupon to Repeat Customers. You will receive this in the mail before your birthday month. Any other discount or coupons given through the WHC will not be greater than \$5.00 off any 1- hour or greater sessions. For employees, we do offer a \$5 discount off any massage service. This employee discount cannot be combined with any other coupons or discounts (except for your birthday coupon).

I have read, understand, and agree to the terms and conditions listed above.

(Massage Client Signature)

(Date)

(Witness)

(Date)