

# Bloom Skin Spa Policies

## Making an Reservation

**A credit card is REQUIRED** for all services when scheduling an appointment. This reserves the appropriate service and time for the therapist and ensures compensation to that therapist for the set up and break down time and missed opportunity to service another client.

**(Please see rescheduling policy for details)**

## Medical Disclosure

Medical & Health Conditions:

To better serve you, please let us **know if you have any of the following conditions:** Fever, flu, pregnancy, muscle or joint injuries, metal plates/pins/rods, heart condition, pacemaker, high/low blood pressure, diabetes, contagious skin condition or any other medical issue.

Skincare & Massage:

Please inform us if you are using **Retin-A, Accutane**, photosensitizing or keratolytic medications, have recently had laser, injectable fillers, botox or plastic surgery. Any of the above scenarios may require us to modify your treatment.

Allergies:

Our products are grown organically and are pure fruits, vegetables, herbs and botanicals - please let us know if you have any food based allergies.

Communicating with Your Therapist:

All aspects of our services can be modified to meet your needs. During your treatment, please let your therapist know if you feel any discomfort or would like special attention on a particular area. Also, feel free to ask questions. The best experience always comes from honest, open communication.

Intake forms:

Please provide full details to maximize results & minimize risk of a reaction. All details remain confidential. We adhere to Hipaa standards. All of your information is for Bloom Skin Spa to serve you better. We do not sell or share your information.

Pricing & Duration of Service:

Prices and duration are subject to change without notice. The accurate fee and time is on our website. **Please confirm your** service with our reservationists when booking your appointment.

## Arrivals

### PROMPTNESS:

We recommend **arriving 5 minutes prior** to your appointment. Your punctuality will be appreciated by our team and our other clients.

### LATE ARRIVALS:

The spa service will **graciously be performed within the parameters remaining** of the time allotted for that service to accommodate for the next scheduled client. The full value of your treatment will be applied. To ensure the most from your treatment, please **prepare ahead of time** for your appointment by filling out the paperwork online and researching our address/directions to allow for an enjoyable experience.

## SPA ETIQUETTE

### Cell Phone :

To ensure a serene and relaxing experience for all of our guests, we kindly ask that you **mute your cell phone upon arrival** at the spa.

### Courtesy:

When you are at the spa, please **speak softly** and be respectful of others. We want all of our guests to have a relaxing and memorable experience. Due to safety and atmosphere we ask that **children not accompany you** on your spa visit.

### Valuables:

We recommend that you **leave all valuable items at home** prior to your spa treatment. We cannot be responsible for any lost or damaged personal articles.

### Gratuities:

Gratuities are not included in the price for our single services but they are greatly appreciated by our therapists. Gratuities typically range from 15-20% of the original service price.

## ATTIRE

We are a quaint, relaxed spa. Please dress at your own comfort level. We will provide spa gowns and will drape appropriately to ensure your privacy. Waxing, body wraps/scrubs require disposable undergarments that we will provide.

## PAYMENTS

We accept Visa, MasterCard, American Express, Discover, Personal Checks, Bloom Skin Spa Gift Certificates, Spa-finder Gift Cards and Cash

## GIFT CERTIFICATES

Gift certificates are a great way to thank your friends and family. They can be customized for a specific treatment or dollar amount.

With ample notice we also provide gift baskets, flowers, chocolates, spa apparel & gifts to go along with the gift certificates or to be available at the appointment.

Cash refunds are not available for gift certificates. We gladly offer credit for all Bloom Skin Spa services and products.

## RESCHEDULING POLICY

A credit card is REQUIRED for all services when scheduling an appointment.

### SINGLE TREATMENT POLICY:

On single treatments we require **24 hours to cancel** or reschedule your appointment.

**12-24 hours' notice** we will attempt to fill your time slot. If we can fill it then you will not be charged anything. However, if we are unable to, you will incur a **cancellation fee of 50%** of the original service price.

\* Keep in mind the more notice we have the more likely we are to fill the time slot.

\* **No call/no shows will be charged 100%** of the original service price.

**Note:** If you make an appointment within the 24 hour window of your service the 24 hour rescheduling policy will apply.

### PACKAGES & GROUPS POLICY:

Spa packages and groups (parties of 2 or more) we require **48 hours' notice** for rescheduling prior to your appointment.

### PROCESSING PAYMENT FOR CANCELLATIONS:

**We reserve the right to charge the appropriate cancellation fee** based on the original service price to the card that was reserved at the time of scheduling the appointment. Gift certificates/vouchers are considered as advance payment and the amount will be deducted from the balance

## CANCELLATIONS DUE TO SICKNESS/EMERGENCIES:

Unfortunately, **regardless of the reason**, sickness, car trouble, emergencies, work related or last minute travel, childcare issues we have to adhere to our policy. If we make an exception for one person, we have to make it for everyone.

We have set aside the time slot and therapists schedule for them to provide a quality service to you. Once an appointment falls within the required notice it makes it very difficult to fill the spot according to the treatment and therapist. Many times the time slot expires.

The rescheduling policy allows us enough time to inform our guests on the wait list as well as keeping our Therapist scheduled filled, better serving everyone.

Thank you for your cooperation and consideration for our therapists and other guests

## REQUESTING A THERAPIST:

**A request is not always a guarantee.** In an effort to continue your suggested treatment plan and comfort level with a therapist we do try to accommodate therapist requests as much as possible. However, please know that in the event that the **therapist you have requested is unavailable, the rescheduling policy will still be in effect**

In the event that the therapist you have requested is unavailable we will make every effort have another therapist perform your treatment. In depth notes are taken after each session detailing the progress so **any therapist at Bloom will be able to perform the treatment.**

## CLIENT LOYALTY

We appreciate our regular and referring clients. Therefore we reward them graciously. Please ask about our **referral program**. Detailed information is on the Website.

## SATISFACTION

We put forth every effort to go above and beyond and to provide a memorable experience for you. We want all of our customers to feel that they are truly cared about and not just a number. If you are not satisfied with your service or products please contact us within 24 hours after your service so that the situation can be corrected.

CLIENT SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_