

## **Evexia Wellness Spa / Spa Policy & Rules**

By using Evexia Wellness Spa services, you agree to follow these Spa Policy & Rules. Violation of these Spa Policy & Rules may result in removal from this Spa facility and/or suspension with no refunds for services booked.

We reserve the right to update the Evexia Wellness Spa Policies and Rules from time to time without notice. Please check the Policies and Rules each time you book or use our services. If we make material changes to the policies & rules, we will post the revised document on the website noting the new effective date. Your continued access to or use our services constitutes your acceptance of the new policies or rules.

### **SCHEDULING**

We will do our best to accommodate walk-in guest, making an appointment is best to ensure your appointment time. Please book online or call our location directly to book your appointment with a credit card to guarantee. If the spa has a service provider call off, we reserve the right to reassign your appointment to another service provider. The Wellness Lounge is on a first come, first serve basis and is not guaranteed to have availability. We have the right to limit time in the wellness lounge to 15 minutes.

### **ARRIVAL TIME- CHECKING IN/OUT**

Spa guest should plan to arrive 15 to 20 minutes prior to the start of their appointment. Please arrive early to complete any required paperwork that was not completed online. Do not forget to arrive early to change into our comfy robes and slippers and enjoy relaxing in our calming wellness lounge. Late arrival will reduce your service time as we must accommodate the next client's appointment time. All clients must check out for all services at the front desk prior to leaving the spa premises.

### **PAYMENTS**

The spa accepts cash, Visa, MasterCard, Discover and American Express credit and debit cards. We do not accept personal checks. A valid credit card will be required for all spa appointments. Gift certificates can be redeemed at check-out but cannot be used for gratuity or memberships. Groups appointments of 5 or more require a non-refundable deposit (see spa team member for further details).

### **CANCELLATIONS / NO SHOWS**

As a courtesy to our providers and other clients, please note we do require a credit card when scheduling an appointment to guarantee your specific date and time with one of our providers. Appointments that are a no show are charged 100% of all services booked. Appointments that are canceled with less than 24-hour notice are charged 50% of all booked services. Reservations for groups of 4 or more require a 5-day cancellation to avoid 100% charge of all booked services (excluding nonrefundable deposits).

### **CELL PHONES**

Evexia Wellness Spa is a place of relaxation and tranquility. Please be mindful of other guests, it is required to silence your cell phone while in the facility. If you need to take a phone call, we kindly request that you step outside of the spa area if other clients are present.

## **HEALTH & SAFETY**

It is your responsibility to consult with your medical provider to determine if you have any contraindications to any of our services provided. In addition, you are responsible to ensure you do not have a condition that could be a threat or harm to your service provider or others.

The spa reserves the right to refuse service to any client at any time.

If you have open cuts, soars, infections or infectious diseases that could harm others, you agree to refrain from having a service.

## **Nicotine, Marijuana, Alcoholic Beverages, or Illegal Drug Consumption**

In order to provide a safe, legal, and healthy environment for all clients and staff members, the use of tobacco and/or other nicotine products, including but not limited to smokeless tobacco or e-cigarettes, vaping is not permitted on Spa premises. Marijuana consumption in any form is also prohibited on Spa premises. Alcoholic beverages, marijuana, or illegal drugs are not permitted on Spa property.

If anyone is believed to be under the influence of alcohol or drugs, the Spa reserves the right to deny entry and/or remove that person from the Spa and contact the local authorities.

## **SESSION TIMES**

All session times include time for pre and post consultations and dressing/undressing. Your 60 min session will be reduced to accommodate the pre and post consults and dressing/undressing.

## **GIFT CERTIFICATES**

Gift certificates are not redeemable for cash. We cannot accept or verify lost gift certificates. All gift certificates must be presented at the time of service or you must pay by other means. Gift certificates cannot be used for memberships or gratuity. Gift certificates are non-refundable. Gift certificates will not be honored once they have expired.

## **MINORS**

Children under the age of 12 are not allowed in the spa. Children should not be left unsupervised while in the facility and are asked to refrain from disturbing other guests. Minors under the age of 18 must have the consent of a parent or guardian to receive a spa treatment. Please review our minor policy for each treatment by talking with one of our spa hosts. Evexia Wellness Spa cannot be responsible for minors left unattended in the Spa.

## **PRODUCT RETURNS**

Any product that has malfunctioned or stopped working can be returned within 30 days of purchase with a copy of the sales receipt. Skin care products cannot be returned once they are opened.

## **WAIVERS/INTAKE FORMS/PRE-POST INSTRUCTIONS**

It is recommended that you complete all the required intake and waivers forms online. If you are not able to do so, please see our spa hosts who can provide paper form for completion. It is the client's responsibility to review all pre/post instructions before any services which are located on our website and updated from time to time. It is also, the client's responsibility to ensure they do not have any contradictions prior to receiving any services. Please review all contradictions on each waiver and pre/post instruction forms for services booked prior to service. After completing your initial waivers and or intake forms, you agree that it is your responsibility to see our front desk and ask for a new waiver or intake form to complete if your medical conditions, history or contraindications has changed. The spa location will require updates to all forms periodically and minimally every 2 years.

## **REFUSAL OF SERVICE**

We have the right to refuse service to any client and below represents a list of partial reasons for refusal of service. All refusal of service circumstances will result in charges of all services booked with no refunds.

The client uses inappropriate language, hate speech or sexual language.

The client initiates misconduct or suspicious behavior

The client is abusive or under the influence of drugs, alcohol or any illegal substance.

The client is unable to get on/off the table alone.

The client has not completed/updated the required waivers and forms.

The client has or shares health information that the service provider or staff deems unsafe for the client to receive Spa services.

The client is not past the 1<sup>st</sup> trimester and is scheduled for a massage.

The client is less than 6 weeks out from surgery and does not have approval from a M.D.

The client was in a recent car accident and has a massage scheduled.

## **LOST OR STOLEN ITEMS**

The spa is not responsible for any lost or stolen items while you are visiting the spa. Please refrain from bringing valuable items with you when visiting.

## **MEMBERSHIPS/SERIES POLICY**

When you sign up for the membership, the benefit cannot be used the same day.

Couples massage is not included in the membership plan.

Membership/Series pricing can change without notice.

Memberships require a 30-day notice to cancel in writing. (Email to your spa location is acceptable). Once the membership is canceled, you will be charged one last time within that 30-day period. All benefits will expire 90 days from the cancellation notice.

Memberships can be shared with one other person living in the same household.

A membership can be frozen up to three months in a calendar year and will still allow the member to use benefits. If you request a freeze, be placed on your account, please email your spa location with the details.

## **PRICE CHANGES**

Prices subject to change without prior notification and once there is a price change, we will not be able to honor old prices. This includes all services/appointments previously booked for future dates.

### **SERVICES NON-MEDICAL**

All services offered are not a substitute for medical care. All team members are NOT qualified to perform spinal adjustments, diagnose, offer medical advice, prescribe, or treat physical and mental illnesses. No services offered in our spa should be considered a medical treatment. All equipment and services provided or used in our spa is offered as cosmetic purposes only and are not intended to treat any medical conditions.

### **NON-DISCRIMINATION POLICY**

All Evexia Wellness Spa locations are required to treat all people with dignity and respect. We do not discriminate based on race, color, religion, sex, gender identity, pregnancy, national origin, disability, political affiliation, marital status, membership type, age, sexual orientation, etc.

### **EACH LOCATION**

I understand that each Evexia Wellness Spa location is independently owned and operated and each franchisee is an independent contractor and not an agent of the franchisor, the franchisor is not responsible for the franchisee's actions or omissions.

### **PRIVACY POLICY / TERMS OF USE POLICY**

See our Privacy Policy & Terms of Use policy located on our website ([www.evexia-wellnessspa.com](http://www.evexia-wellnessspa.com)).