



Essential Elements Wellness Spa & Sauna Spa Policies

We appreciate your business and look forward to serving you. For the benefit of all clients we ask that you read and sign the bottom of the page to ensure that you understand and agree to our policies. Our goal is to make your spa experience the best and that you continue to utilize our services.

- **essentialgift certificates**

Available for any amount, gift certificates make the perfect present for those “*passionate about pampering*” and are redeemable for Essential Elements Wellness Spa & Sauna services and retail products.

Please note: Lost and/or stolen certificates are not replaceable. Unless the remaining balance is \$10.00 or less, certificates may not be redeemed for cash. Essential Elements gift certificates do not expire, are transferable, but non-refundable.

- **essentialpunctuality**

Please arrive 10-15 minutes early for your appointment to allow stress-free check-in, changing, a shower or sauna, and a little pre-treatment decompression time.

- **essentialalert**

Clients with medical conditions are advised to consult their doctors before booking any spa services. Kindly inform your spa staff of any existing medical conditions by completing a check-in form prior to your treatment. Spa services are provided for general purposes only and are not intended to be a substitute for professional medical treatment for any condition, medical or otherwise, that clients may have.

- **essentialjr.**

It is our policy; we do not permit children under the age of 12 years old to accompany parents to spa appointments, or otherwise be in the spa facilities. If you need to reschedule your appointment, please note our 24 hour cancellation policy. All spa clients must be 16 years of age or older to schedule or receive an Essential Elements spa service. All clients under the age of 18 must bring a signed guardian consent form.

- **essentialcancellations**

We aim to provide our clients the highest quality service and we pride ourselves on our exceptional staff. If you cancel within less than 24 hours of your scheduled appointment, we not only lose your business, but also the potential business of other clients who could have taken your scheduled

appointment time. For this reason we are still obligated to compensate our staff for their time as well as make up for our lost revenue.

No-shows appointments will be charged 100% of the value of the treatment reserved, and/or any gift certificate associated with that appointment will count as services rendered and forfeited. Once a "no-show" appointment has occurred, we will require a credit card to secure any future appointments. Appointment cancellations of less than 24 hours will be charged 50% of the value of the treatment reserved; unless appointment is rescheduled at time of cancellation. In the event we are able to fill your cancelled appointment, we will waive the cancellation fee. This insures all other guests the opportunity to enjoy our services. In the unlikely event you should cancel or no-show your scheduled service, we reserve the right to charge your credit card on file for fees due without notice. Please know as a courtesy we will contact you before we charge your credit card.

• **essentialreturns**

Essential Elements will be happy to accept returns on most any merchandise purchased from the spa within 30 days of purchase with a valid receipt except as follows: unfortunately and without exception, we cannot accept items on opened essential oils or skincare products. When items are purchased as a set, we can only accept returns of complete sets, not individual items. Clothing, sale items, and "as is" items are non-returnable. All refunds are for SPA RETAIL CREDIT ONLY for future purchases. NO CASH REFUNDS.

• **essentialrebook**

Essential Elements offers a 10% discount when you schedule your next appointment on the day of your service.

• **essentialellaneous**

Essential Elements cannot be responsible for lost or stolen items.

Essential Elements reserves the right to modify, discontinue, or raise prices on certain treatments without prior notification to ensure maximum standards of service and quality are met. If you have any questions, please ask your reservationist when you book your appointment.

If you have a preference for the gender of your therapist and/or weight of touch, please state it when you book your appointment.

As payment for spa services or retail, we currently accept Visa, Mastercard, Essential Elements gift certificates, personal checks and good old-fashioned cash.

You may opt to leave gratuities for shoulders well rubbed, skin well scrubbed, and... well, you get the idea. The recommended range is between 15% - 20% of the price of the service provided, but the amount is left up to your discretion. Gratuities can be paid in cash or credit card.

Signature _____

Date _____