

Tiffany Marshall's Spa Policies & Informed Consent

1. Arrival Time:

I suggest you arrive around 10 mins before your appointment time to allow for check-in, using the restroom, sipping complimentary hot tea, and relaxing before you get on the table. This will maximize the entirety of your spa healing experience.

2. Health & Safety:

- It is the client's responsibility to disclose any health conditions, allergies, or injuries that may affect the treatment, as necessary upon each visit or as health conditions change.
- Your environment will be maintained as a clean and safe space at all times.

3. Code of Conduct:

- By booking an appointment you understand that clients are expected to treat staff and other clients with respect, courtesy, and professionalism.
- Use of appropriate language and refraining from any offensive or disrespectful behavior is expected.
- Maintaining personal hygiene and cleanliness is important to ensure a pleasant environment for everyone. *If you are a smoker, please do not smoke before your appointment to respect the sensitivity and cleanliness of the healing space and clients after you. I've found these aromas to linger and obstruct the energy of the spa environment.*

4. Inappropriate Conduct:

- Any form of sexual conduct, advances, or harassment is strictly prohibited.
- Engaging in any inappropriate behavior, verbal or physical, towards staff or other clients will not be tolerated.
- Any violation of these guidelines will result in immediate termination of the service and the client relationship, and may be reported to the appropriate authorities.

5. Staff Boundaries:

All staff shall maintain professional boundaries with clients and refrain from discussing or disclosing confidential information outside of the context of providing your services and post-treatment recommendations.

6. Client Confidentiality:

All personal information, including but not limited to your health/medical conditions, allergies, injuries, payment details, discussions during your session, observations and assessments made by staff during your session will remain 100% confidential, and never shared with third parties or without your explicit consent.

7. Cancellation Policy:

I greatly value your time as well as the time of myself and other clients. To ensure smooth operations and accommodate my clients fully, I've implemented the following cancellation policy.

- Clients are required to provide a minimum notice of 48 hours for any cancellations or rescheduling of appointments. This allows me to offer your appointment slot to other clients who are on my waitlist.
- When booking your appointment you will be charged a \$30 non-refundable deposit. If your canceled appointment is rescheduled within 48 hours of canceling, your deposit will be credited to your total payment at the time of your service. This means you will still pay the initial deposit again when booking online, but your remaining balance will be adjusted accordingly during in-person check-out at the time of your service. You may also reschedule directly with me.
- In the event of a No-Call/No-Show or failure to reschedule within the specified 48-hour notice period, the non-refundable deposit of \$30 will not be credited toward your rescheduled appointment.

I understand that unforeseen circumstances may arise. However I kindly request your cooperation in adhering to my cancellation policy to ensure fairness to both myself, staff, and other clients.

8. Termination of Client Relationship:

My goal is to provide the best service possible to all my clients, and repeated disruptions to my schedule hinder my ability to do so.

- Repeated instances of no-call/no-show or excessive cancellations/rescheduling will result in termination of the client relationship altogether.

9. Payment & Gratuity:

- I accept Cash and Venmo as methods of payment. *Debit and Credit card payments are both accepted through Venmo.
- Gratuity is collected at the time of service along with payment.
- A gratuity of 15-20% is customary and greatly appreciated for my dedicated and experienced service to you. I understand that exceptional service may warrant a higher gratuity and welcome clients to express their appreciation accordingly.

***By booking an appointment you hereby consent to receive the services offered by Tiffany Marshall, and understand and acknowledge the following:**

1. The treatments provided are for relaxation, stress reduction, and general wellness purposes and are not a substitute for medical treatment or diagnosis.
2. It is my responsibility to notify the staff of any health conditions, medications, allergies, or injuries that may impact the service or my well-being.
3. I understand that the treatments may involve physical touch, the use of oils or lotions, and techniques that are within the scope of Tiffany Marshall's practice.
4. I release Tiffany Marshall and her staff from any liability for any adverse reactions, injuries, or damages that may occur as a result of treatments, as I have provided all relevant health information.
5. I have read and agree to comply with Tiffany Marshall's spa policies, guidelines, and code of conduct.

Thank you for choosing my business for your wellness and pampering! I appreciate your cooperation and understanding, and look forward to serving you!