

Respecting each other's time

SPA ETIQUETTE

It is helpful if you can arrive 10 minutes prior to your first scheduled appointment. This will allow you enough time to check-in, relax, complete new client intakes and enjoy complimentary snacks and infused water in our Zen Room. Please note that your scheduled time is your service time and we want to give you all the time we can. If you arrive late, your session will end as scheduled so we can honor our commitment to the next scheduled appointment. Here are some tips that we find increase the quality of everyone's experience.

*Speak Softly – Help us keep Brilliant Bodywork a Quiet Healing Place

*Turn Cell Phones Off in Order to preserve Serenity in the Spa (Remember you're here to unplug and relax☺)

*Respect everyone's need for quiet and solitude during their spa experience.

Change/Cancellation/No-Show Policy

Our Therapists are highly trained professionals who are scheduled to serve you based upon the confirmed appointments you make. We kindly request that changes and cancellations be made within 24 hours of the reserved time. If not, we may at our discretion charge a cancellation fee of up to 100% of the total service cost in order to compensate your therapist for their time. This is why a credit card guarantee is required for some spa services.

a.) I understand that: There is a 24 hours' notice required for cancellation of an appointment, and that a fee of up to 100% of the cost of the scheduled service can be charged to me when this courtesy is not provided. I understand that missed appointments without any notice of cancellation will be charged 100% of the service fee.

Initial _____ Date _____

b.) I understand that: I am assured to receive 100% of my service time by arriving 10 min before my scheduled appointment. (This prevents any stress in scheduling to you or the therapists. This also allows you time to have a fresh beverage, use the facilities, and relax before your session) You are here to relax and recover.

Initial _____ Date _____

c.) I understand that: I am to notify my service provider of any changes in my health care/Medical History.

Initial _____ Date _____

**We thank you for your understanding and for choosing Brilliant Bodywork.

Client Name (printed) _____

Client Name (signature) _____