**The Sacral Chakra Experience - Policy Statement**

To ensure that our clients gain the most from our massage and holistic services, we ask that you take a moment to read and adhere to our Policy Statement. With an awareness of your rights, our responsibilities and protocols, we can help provide you with the highest level of comfort, satisfaction and safety. Please remember that as the treatments are given at your selected location, we cannot control all aspects and variables related to sounds, scents, lighting, etc. We will provide the music but are open to you selecting and playing what you enjoy.

**The Sacral Chakra Experience Clients Have the Right To:**

* Be treated with respect.
* Be treated by Licensed Massage Therapists.
* A clean and safe environment.
* A peaceful, cell phone free environment.
* Stop treatment at any time.

**The Sacral Chakra Experience Clients Have the Responsibility To:**

* Communicate concerns to staff.
* Communicate health issues.
* Be free of heavy fragrances and body odor.
* Have cell phones silenced.
* Treat staff with respect.

**Appointments**

New clients should have Intake Form completed and printed out prior to first massage. Failure to do so will result in session starting late but ending at scheduled time. Appointments will be confirmed 24 hours in advance.

**Late/ Canceling an Appointment**

If you need to cancel or change an appointment, please do so at least 24 hours in advance. If you do not cancel within the 24 hours, you will be charged in advance for future treatments. If you are going to be late for your appointment, please call us. If you are more than 15 minutes late, you will still get your massage, but the scheduled end time will remain the same, and the charge will be for the full time.

Please arrive 10-15 minutes before your scheduled appointment. In order to provide timely service to all of our guests, late arrivals of more than 10 minutes may necessitate a reduction of treatment time.

We request 24-hour notice to cancel or reschedule an appointment. If you do not call or show up for your scheduled appointment, pre-payment will be required to book another appointment and we reserve the right to charge a no-show fee of up to 50% of the regular price of the missed service.

Please be advised that we strictly adhere to our cancelation policy out of respect to our other clients.

**Payments**

We accept cash, credit cards and coming soon - The Sacral Chakra Experience Gift Certificates as payment.

**Environment**

Our peaceful, tranquil and welcoming setting is designed to help you unwind and detach from the stress and anxiety from the day. We ask that you attempt to have a designated area with similar energy for treatments. Please make sure that your cell phone is muted completely (no vibration mode). We are a smoke free facility to include E-cigs. Sexual harassment is not tolerated. If at any time the client or therapist feels compromised, the session will be ended immediately.

**Prices**

Prices are listed on our website, our flyers and brochures and are subject to change at any time. We charge a fair price for all of our treatments.

**Privacy**

We value your privacy. We will never give or otherwise disclose your personal information for any reason, unless we have your consent. The Sacral Chakra Experience, respects all clients regardless of age, ethnicity, age, sexual orientation, or religion. We do, however, reserve the right to refuse service.

We look forward to seeing you and serving you on your path to health and happiness!!