

Policies And Client Code of Conduct

To enjoy your massage experience to the fullest, we ask that you observe the Code of Conduct, and realize that personal awareness can help ensure your satisfaction, comfort and safety, as well as that of others.

HIGHER ENERGY CLIENTS HAVE THE RIGHT TO:

- A clean, safe, comfortable, and eco-friendly environment
- Stop a treatment at any time, for any reason.
- Be treated with consideration, dignity and respect
- Trained staff who respectfully conduct treatments according to Higher Energy protocols, policies and procedures.
- Ask about their Higher Energy experience
- Information regarding staff training, licensing and certification.

HIGHER ENERGY CLIENTS HAVE THE RESPONSIBILITY TO:

- **Please remember this is a therapeutic massage, any suggestion of a sexual nature or otherwise will not be tolerated; and result in immediate termination of your session and forfeiture of any packages, and no refunds will be given. As well you may be subject to criminal charges.**
- Communicate their preferences, expectations and concerns
- Communicate complete and accurate health information and reasons for their visit
- Treat staff and other guests with courtesy and respect
- Use products, equipment and therapies as directed
- Not wear perfume or scented body lotion in consideration of our clean air policy and other people's allergies
- Adhere to Higher Energy published policies and procedures.

Payment

We accept cash, checks, and credit cards (a \$2.50 surcharge will be charged for online purchases with credit cards), as well as gift certificates issued by HIGHER ENERGY.

Making an Appointment

A valid credit card number or pre-payment is needed to hold any massage appointment at HIGHER ENERGY. We recommend reserving an appointment in advance in order to ensure availability; however, we are delighted to accommodate you on short notice if we have an opening.

Arrive

Please be sure to arrive ON TIME for your appointment time in order to prepare for your massage experience. This will give you a chance to unwind and ensure a relaxing experience. **If you are running late, please give us a call. Please note that your appointment will still end at its scheduled time, and you will still be charged the full amount of your service.** We regret having to shorten any valuable time from your service due to lateness. **However if you are going to be more than 15 minutes late we will reschedule your appointment AND you will be charged a \$25 cancellation fee.**

CANCELLATIONS

If you need to cancel or change an appointment, please do so 24 hours in advance. You will be charged the full price of your scheduled service if you do not show for your appointment, call to reschedule or cancel within 24 hours of your designated time. If you scheduled a same day appointment and must then cancel or reschedule, you will still be charged the full price of your scheduled service as it is less than 24 hours' notice. IF YOU HAVE A GIFT CERTIFICATE, AND YOU DO NOT SHOW UP FOR YOUR APPOINTMENT, OR CANCEL LESS THAN 24 HOURS IN ADVANCE, THAT WILL VOID YOUR GIFT CERTIFICATE. We strictly adhere to our cancellation policy out of respect to ourselves and other clients.

Environment

The beauty of silence helps us to create a tranquil environment - please speak quietly during your healing touch journey. Other than checking in regarding pressure or discomfort levels, I will let you initiate any conversation during your "hands on" time. Please silence all cell phones upon entering. **If you answer your cell phone during a session the session will immediately stop and the therapist will leave the room.**

Prices

Prices are listed on our services page and are subject to change without notice.

Gratuities

Gratuities are very welcome and much appreciated although they are not mandatory. Service and gift certificate prices do not include gratuities. For your convenience, they may be added at time of purchase and are greatly appreciated.

Consideration for Clients Who Are Minors

We give special consideration to clients who are under the age of 18. Those clients between NB and 17 years old must present written permission from their parents or guardian prior to their first massage session. Clients under 17 years old must have a parent or guardian present at all times. Parents and Guardians may wait in our reception area and the door to the massage room will be slightly ajar.

Gift Certificates

Please be sure to treat your gift certificates like cash. Your gift certificate must be present to be honored. **. IF YOU HAVE A GIFT CERTIFICATE, AND YOU DO NOT SHOW UP FOR YOUR APPOINTMENT, OR CANCEL LESS THAN 24 HOURS IN ADVANCE, THAT WILL VOID YOUR GIFT CERTIFICATE. We strictly adhere to our cancellation policy out of respect to ourselves and other clients.**

Privacy

We value your privacy. We will never give, lease, sell, or otherwise disclose your personal information - period. Any information you give to HIGHER ENERGY will be held with the utmost care, and will not be used in ways to which you have not consented.

Signature (if under 18 signature of parent or guardian)

Print Name (if under 18 signature of parent or guardian)

Date