

Policies of our Establishment

All clients to be treated with the upmost respect and care and if you have an issue, please speak with Athena Bernal, the owner about your issue. Likewise, clients are to treat and speak to therapist with upmost respect as well or the session may be discontinued.

As ask all to be respectful of other services in session and try to speak in low tones as not to disturb the peace and ambience for other clients.

We are strictly appointment based and may be booked online or by calling. If we do not answer, please leave a message and we will get back with you.

Doors are locked with a sign on the front door while in session for privacy and security.

We accept all credit cards (Visa, Master Card and American Express), Checks and Cash. Any returned checks, you will be charged the bank fee and an extra \$20 service fee for the trouble and expense of redepositing.

We ask that you call us 24 hours in advance to cancel any appointment or expect to pay for the service missed before you may book another appointment. We generally give a one time exception, but every time to cancel last minute or don't show, it is like taking money from the establishment and therapist as we could have filled the spot. The only exception is we understand if you are sick and we do not want you to come in sick to infect other people. All others please give us 24 hours notice.

All gift certificates are to be purchased and owned by Elements Healing Arts Center and not for any specific therapist. You may chose the therapist at the time you book and if the therapist is no longer a part of our team, we assure you a good service with another therapist and we do no refund gift certificates purchased.

We do not put an expiration date on gift certificates, however any gift certificate not used after 2 years goes inactive and there will be a \$25 reactivation fee.

Any gift certificate that you purchase and wish to add a tip on, needs to be specified up front or will be considered money for services only.

Any gift certificate or money to be used on file, whether a random amount or for a series, if tip amount is not specified, if may be used as such but must follow our policy: A service used must be that of time and modality of our service menu or must be approved by owner. Any money on file you wish to use for tip may not be allowed to exceed \$100 per session.

If money is on file, it must be used by person's specified for gift of must be approved by owner of establishment.

We ask that you not start conversations about politics or religion to our therapist. We are a no stress zone and we service clients of any faith or political persuasion and we do not allow therapist or other clients to feel uncomfortable or stressed by personal views.

We ask that you arrived 10 to 15 minutes early to fill out health form, which you can print out or fill out health information sent to your email prior to appointment.

If you have health issues, please do not keep the info to yourself as there may be contraindications that may jeopardize your health, all health info is confidential between you and your therapist.

If a therapist believes you have a condition that may be unsafe to massage, they have the right to refuse or end the session at no charge to you.

Please be respectful and follow our rules and have a wonderful experience at Elements Healing Arts Center.