

CLIENT RESPONSIBILITIES & GENERAL SPA POLICIES:

As a spa guest, you agree to the following responsibilities:

- You will read and adhere to all published Policies, Disclosures and Disclaimers.
- You will communicate complete and accurate health information and the reason for your visit.
- You will complete and sign all requested forms and documents prior to any service.
- You will clearly communicate your preferences, expectations, and concerns.
- You will arrive hygienically prepared for your service(s).
- You will treat the therapist and the therapist's time and physical space with respect.

By scheduling and receiving any service, you agree to the following policies:

- All appointments require 48 HOURS NOTICE OF CANCELTION OR CHANGE IN SERVICES to avoid having to pay up to 100% of the originally scheduled service. **(See separate Cancellation Policy for full details.)**
 - No client should enter the building if experiencing any signs or symptoms of any infection or illness or if you have been in close contact with anyone contagious.
 - When canceling/changing an appointment, prompt and honest communication go a long way and may save you money!
 - Confirmation texts may be sent as a courtesy when time allows but are not mandatory on the therapist's part. It is the client's responsibility to make sure that all appointments are on all personal and work calendars.
- Payment is to be paid in full at the time of service. Payments currently accepted: Cash (limited change available), Venmo, PayPal Friends & Family, and credit/debit card.
- All sales are final, including gift certificate and product purchases.
- Product purchase orders require a minimum 50% non-refundable deposit.
- Gift certificates must be present to be redeemed. *Lotus Organics*/Lisa Parnell is not responsible for keeping track of certificates. Treat it as cash by keeping it secure.
- To ensure safety of all and that the therapist can provide you with the best experience possible, children are not allowed in the room unless receiving a service with a legal guardian present. Please make other arrangements for childcare during your service.
- *Lotus Organics* is not a medical establishment and should not be considered as such, nor is Lisa Parnell licensed to diagnose, treat, or cure any medical conditions.
- The client and anyone associated with the client understands that the therapist is not responsible for adverse reactions to services and agrees that *Lotus Organics*/Lisa Parnell will not be held liable for any medical issues arising during or after services performed.
- It is not standard practice for a spa-like establishment to keep clinical notes. If you think you may require detailed service notes, this must be discussed prior to scheduling. A service fee of no less than \$25 and up to \$100 may be required for records requested.
- *Lotus Organics*/Lisa Parnell is not responsible for any items lost or left behind, nor for any damage done to any jewelry or devices that are not removed from the body during services.
- Prices and treatments offered may change at any time without notice.