

## WELLNESS THERAPIES

Unit 113, 10411 122 Street NW, Edmonton, AB T5M 4C2

---

### GENERAL TERMS AND CONDITIONS

#### ARRIVAL TIME

Please allow sufficient time before your treatment to complete a salon Consultation Form and/or Health Questionnaire

We recommend you arrive up to **15** minutes in advance of your beauty treatment

Please be advised that late arrivals will result in a reduction of treatment time.

#### TREATMENT PACKAGES

All treatments can be purchased in packages, however the full amount must be paid at the beginning of the course. All treatments in a package are valid for one year from the date of purchase. Any courses which have not been used within the year will be void. Missed appointments will result in treatments being deducted from your course.

#### SALON ETIQUETTE

Our main goal is to provide each client with the services and environment that is one of relaxation and tranquility. Please respect all salon guests' right to privacy and serenity. In light of this, the salon is a "cell phone on silent" zone

We kindly ask you to refrain from eating and/or drinking on the premises

The management reserves the right to refuse entrance to anyone whom they deem unsuitable

#### CLIENT QUESTIONNAIRE AND HEALTH CONDITIONS

All new clients will be requested to complete client cards relevant to the treatments, before our therapists can perform any treatments on you. Failure to do so will result in us refusing to perform your treatments. Please advise us of any health conditions, allergies, or injuries which may affect us carrying out your treatment.

It is your responsibility to let us know of any change in circumstances before your treatment goes ahead.

We also reserve the right to ask you to complete an up to date form every six months, so that we can update our records.

#### PRICES & TREATMENTS

Our prices are subject to change without notice.

We reserve the right to change the nature of any treatments, courses or package at anytime

#### CANCELLATION POLICY

Your appointments are very important to our team; each appointment is reserved especially for you. At Wellness Therapies we understand that circumstances may change and booking amendments may be necessary, therefore we respectfully request **24 hour notice for cancellations**.

Please understand that when you forget to cancel your appointment within the 24 hour cancellation time we miss the opportunity to fill that time, therefore customers awaiting appointments miss the opportunity to receive our services. A 48 hour appointment reminder is sent via text message as we understand that appointments may have been made in advance. Since the appointments are made individually for you, a cancellation fee will apply

**Less than 24 hour notice** will result in a **\$ 50.00 charge**.

If a multiple service or group appointment is cancelled a \$ 50.00 charge **per** service will be made.

**"No Shows" will be charged at 100% of the reserved service amount.**

## **WELLNESS THERAPIES**

Unit 113, 10411 122 Street NW, Edmonton, AB T5M 4C2

---

### **ILLNESS**

We realise that sometimes a sudden illness can prevent you from giving 24 hours cancellation notice. In this instance, you will only be charged 50% of your total service.

### **CLEANLINESS**

We commit to cleanliness, safety and hygiene; our equipment is sterilized and sanitized after every service and treatment

### **VALUABLES**

Wellness Therapies accepts no responsibility for loss of valuables and jewelry at any time on the salon premises

### **LOST PROPERTY**

All lost property found on the premises should be handed in at the reception. Items will be stored for four months, if they are not collected within this time they will be donated to local charities. Liquids, under garments and hair brushes are kept for 24 hours only

### **THERAPIST/STAFF ILLNESS**

Unfortunately, we may have to cancel or reschedule your appointment due to therapist/staff illness and emergency. We will notify you as soon as possible if this were to happen.

### **CHILDREN'S POLICY**

We are delighted to offer treatments for children under 12 years old however they must be accompanied by an adult for the whole duration.

Please contact our salon for details on treatments available for our young guests.

We understand at times it is necessary to bring your children to the salon; we endeavor to accommodate this, but we ask that you respect other clients.

### **REFUND POLICY – PRODUCTS**

We cannot give refunds on any products due to personal hygiene and health and safety reasons. If there is a fault with the product, we will send it back to the supplier for review.

### **REFUND POLICY – SERVICES**

All of our treatments are carried out by qualified and professional therapists. If you have had a treatment that you are unsatisfied with, please bring it to the attention of the therapist or a manager and follow the complaint procedure (detailed below). We do not give refunds on any treatments however we will look into your concerns immediately and try to resolve the matter as quickly as possible.

### **COMPLAINTS PROCEDURE**

It is our objective to ensure that every client is delighted with the services and experience at Wellness Therapies. However we recognize that on occasion things can go wrong. If this does happen we will try to ensure that we resolve the issue at the earliest opportunity. This procedure advises how to bring things to our attention if you are unhappy with the service you received.

We will ensure that all complaints are followed through, documented and when appropriate, action taken to prevent a recurrence. The quickest and most effective way of resolving any problem is to

## WELLNESS THERAPIES

Unit 113, 10411 122 Street NW, Edmonton, AB T5M 4C2

---

bring it to our attention immediately. Please raise your concern with the therapist. They will listen carefully to your concerns and do what they can to correct any problems.

All complaints need to be documented in writing via email to: [west-wellness@hotmail.com](mailto:west-wellness@hotmail.com)

Please provide as much details as possible, including details of your treatment, date, time and nature of your complaint. Your complaint will be assessed and we aim to get back to you within 48 hours of receiving your complaint in writing.

### OUR PRIVACY POLICY

Information and data collected online, at the salon or otherwise supplied to Wellness Therapies staff, will only be used for its intended purpose. No information will be given by Wellness Therapies to any third parties or agencies.

All and any data received from clients will be deleted when information is no longer required.

We confirm that where you give us confidential information we shall at all times keep it confidential, except as required by law or as provided for in regulatory, ethical or other professional pronouncements applicable to our engagement.

You agree that it will be sufficient compliance with our duty of confidence for us to take such steps as we in good faith think fit to preserve confidential information both during and after termination of this engagement.

### LAWFUL PURPOSE

Personal data will only be held by Wellness Therapies for specific lawful purposes and will not be disclosed in any matter which conflicts with that purpose

### ACCURACY & RELEVANCY

Personal data kept by Wellness Therapies will be as accurate, up-to-date, adequate, and as relevant as reasonably possible, and not excessive

### PERIOD OF RETENTION

Personal data will not be retained by Wellness Therapies any longer than it is necessary for the original purpose for which it was given, nor used for any further future undisclosed purpose, nor without the expressed permission of the person to whom that data relates

### DATA SECURITY

Personal data will be kept as securely as possible by Wellness Therapies so as to prevent unlawful access, accidental loss, disclosure, unauthorized access or alteration to the data which is kept

By signing this document, you agree with the above Terms and Conditons.

FULL NAME:

DATE:

SIGNATURE:

---

Office Use Only:

(Name, date and signature)