

# Policies

At Spring House Health & Wellness, we pride ourselves on offering the best care for our clients. Please make yourself aware of our company policies and procedures described below. Our policies have been designed to ensure that you have a truly enjoyable visit at all times.

## **Booking Appointments**

Due to the increase in business and the recent number of no-shows we are only taking appointments booked on-line at [www.springhouse-wellness.com](http://www.springhouse-wellness.com)

## **Appointments**

In order to ensure that you obtain your desired appointments, we recommend scheduling your appointment as far in advance as possible to ensure availability. To accommodate your desired appointment a credit card is required at the time of booking to guarantee your reservation. We hold this information as part of our cancellation policies and only make necessary charges to your account on the date of your scheduled service. You will not be billed unless there is a cancellation less than 24 hours before your appointment or you do not show for your appointment. Upon checkout, guests may choose their method of payment. We accept all major credit cards, debit cards, Spring House gift cards and cash.

## **Male Client Policy**

Services for Male clients can only be booked between 5:30p and 6:30p Tuesday thru Thursday. We can also accommodate Male Clients on Saturday's between 8:00a-Noon if requested.

Male Clients must call to book appointments.

## **Cancellation and Late arrivals**

All cancellations with less than 24 hours of notice are subject to a cancellation fee amounting to the cost of the scheduled service. Clients who miss their appointments without giving any prior notification will be charged in full for the scheduled service. When you miss an appointment with us, we not only lose your business but also the potential business of other clients who could have scheduled an appointment for the same time.

Should you arrive late for your appointment, your service will be modified to maximize your remaining time to honor other scheduled appointments provided adequate time is remaining.

## **Arrival Time**

We recommend that you arrive at least 15 minutes prior to your first scheduled appointment. This will allow ample time to fill out a client profile and consent forms.

### **Walk-ins**

Walk-ins are permitted only if there is an opening available. We understand urgent situations and will attempt to accommodate any such circumstances with an appointment.

### **Prices and Services**

Prices and services are subject to change without notice. We will do our best to keep our clients up to date on any changes that may occur but encourage all clients to inquire about pricing and available services when booking your appointment. Although we offer planned spa packages for your convenience, you are welcome to combine any of our spa services for a custom package that meets your needs.

### **Payment**

Payments are accepted in the form of Cash, most Major Credit Cards and a Spring House Health & Wellness Gift Card.

Spring House Health & Wellness gift card contains a value which may be used to purchase products and services at face value. This card cannot be used to purchase other gift cards. The card must be presented at time of purchase and the available balance will be applied to the transaction

Gift Cards **are non-refundable and may not be redeemed for cash.** Any unused balance will remain on the card. This card is not transferable, and Spring House Health & Wellness is not responsible for any lost, stolen, damaged or unauthorized use of the card. No express or implied warranties apply.

### **Health Conditions**

Please advise us at time of booking of any health conditions, allergies, injuries, recent surgeries, pregnancy or special needs which may affect your services. If your health has changed since your last visit, it is your responsibility to inform us and to request a new health evaluation form.

### **Guest**

Must be at least 18 years old to receive spa services. Anyone under 18 years of age, that enters the Spa facilities, must be accompanied by a parent or guardian and must be attended to at all times.

### **Treatment Room Policy**

Only the client receiving a service is allowed in the treatment room at the time of service. All other guests must wait in the waiting area.

### **When Receiving Services**

We ask that you leave your child/ minor with a guardian as you will not be able to properly watch and attend to your child/minor while receiving a service. This is for their safety as well as the safety of everyone in the treatment room.

### **Please Note**

Spring Houses Health & Wellness has the discretion to stop a service or refuse a service, if the service provider feels unsafe, mistreated, or harassed (verbally or physically) by a client, or if the service is not appropriate for the client, depending on the client's information provided at the time of consultation, medical history, injuries, or composition.

Any Client that has mistreated, harassed (verbally or physically) any employee of Spring House Health & Wellness or anyone visiting Spring House Health & Wellness will be permanently banned. If you have purchased a spa package you will not be reimbursed and you will be charged for any services that you were receiving when the incident occurred; this is not up for discussion.

### **Disclaimer**

The information provided on this website is intended for information purposes only and is NOT in any way intended as a substitute for medical advice and treatment from a doctor, physician or other health care provider. The information provided herein does not constitute a diagnosis, prognosis, advice, treatment or recommendations for any given medical situation or health condition. No information provided by this website, staff, contractors or owners of Spring House Health & Wellness LCC should be construed as medical advice or the "practice of medicine" as that word or phrase is defined by any local, state, or federal law, rule, regulation or ordinance.

Application of the information and exercises discussed herein, if undertaken by any individual in whole or in part, is done so voluntarily as a free-will choice on the part of the individual client. Such application of the information provided here is done so without the knowledge or supervision of Spring House Health & Wellness LLC. As such, the individual bears all responsibility and risk. All recommendations and suggestions herein contained are considered opinion and made without guarantee.

**If in doubt about your particular medical or health condition, we recommend you**

**IMMEDIATELY SEEK APPROPRIATE MEDICAL ADVICE!**

Therapeutic effects and success of our clients in their health are not based on scientific research. We only say that you have a great chance to improve your health and well being. We do not guarantee success and strongly believe that your success is in your hands. Cleansing your body of toxins and parasites may strengthen your immune system and promote your body's innate ability to heal itself.

If after the cleansing and a change of lifestyle you began to feel better, it does not mean that you were cured of your illnesses, disorders or disease. It may only mean your health problems were likely related to an unhealthy lifestyle. By leading a healthy lifestyle and keeping your body clean and well maintained, you help to keep your immune system strong and be able to prevent many problems in the future. We do not cure or claim to cure any disease or medical condition. If you think that you

have an illness or disease, please immediately consult a physician to receive the proper medical diagnosis and treatment.