Toy’s Touch Spa, LLC

**Policies and Procedures**

At Toy’s Touch Spa, LLC, we pride ourselves in offering the best care for our clients. Please make yourself aware of our company policies and procedures listed below. Our polices have been designed to ensure you enjoy an enjoyable visit with us.

**Staff**

All of our staff are licensed and or trained.

**Booking Appointments**

Please call or text us at (601) 919-7741, email us at toystouch@yahoo.com, or book online at [www.toystouchspa.com](http://www.toystouchspa.com) to book all appointments. A **$20.00 Non-refundable fee** is required to book an appointment.

**Payment Information**

We accept American Express, Mastercard, Visa, Cash, and Toy’s Touch Spa gift certificates. We do not accept personal checks.

**Tipping**

Tips may be paid in cash or charged to your credit card, however, the amount you leave is truly at your discretion.

**Punctuality**

We respectfully request that you arrive at least 15 minutes prior to your scheduled appointment time to complete required paperwork. Your time starts when you walk in the door. When booking services at Toy’s Touch Spa, your appointment is scheduled with a therapist whose time is allocated exclusively, for your scheduled treatment. If you are 5-10 mins. late for a scheduled appointment, our company policy offers you a couple of options:

* You may opt to shorten your treatment time.
* You may prefer to reschedule your appointment at a more convenient time; however, a $15.00 cancellation charge will be incurred.

**(In the event, you booked online, then the $20.00 deposit is non-refundable, and you must pay another deposit fee to book your next appointment).**

**Cell Phones**

To preserve the tranquility of the spa, we respectfully request mobile telephones to be turned on vibrate or off when you enter the spa.

**Cancellation Policy**

We understand that occasionally you may have to cancel an appointment with us. However, we ask that you give us a fair warning. You will be emailed or texted the day before to confirm your appointment. As a courtesy to our other clients and staff, it is company policy for all clients to give 24-hour notice of cancellation. Failure to do so will result in a **$15.00** charge for your scheduled treatment.

**Refunds**

Unfortunately, products, spa treatments, and gift cards are **non-refundable**.

**Gift Certificates**

Let us help you pamper that special person. Gift vouchers for any treatment, package or spa products may be purchased at the front desk or over the phone with a credit card. Gift vouchers are **non-refundable**; however, they are transferrable.

**Attire**

Robes and spa attire are available for each client. For clients not wanting to participate in our robe service, please wear comfortable clothing.

**Toy’s Touch Spa Etiquette**

Inappropriate and rude behavior Does Not belong at Toy’s Touch Spa. We have the right to refuse service to anyone. The team here are dedicated professional technicians who reserve the right to terminate treatment and services and ask you to leave the premises if clients are excessively intoxicated or make inappropriate comments, suggestions, or advances to any member of the staff.

**Toy’s Touch Spa Minor Guest Policy**

Skin/Body Treatments/Massage

Toy’s Touch Spa accepts clients age 14 years old and above for all full-service skin and body treatments including bacial, massage, waxing and body scrubs. We require parental consent for minors under the age of 17 and require that they accompany the minor during the treatment. For clients under 17 years of age, reduced treatment time may be performed.

**Special Considerations**

Toy’s Touch Spa has specially trained staff for most medical conditions. Please contact the spa in advance if any clients are pregnant or suffer from a serious medical condition. Some treatments are not recommended for clients who have certain conditions. For your safety we require a doctor’s clearance before beginning treatment for all the services we offer here at Toy’s Touch Spa including:

* Cancer
* Cardiovascular conditions, including high or low blood pressure.
* Swollen or painful lymph nodes
* Undiagnosed skin rash or thrombosis
* New injury of any kind
* Open sores
* Arthritis (osteo or rheumatoid)
* Diabetes
* Blood disorder and disease

**Treatment Results**

The service(s) may require multiple treatments for positive results. The total number of treatments may vary between individuals. Some individuals may not respond to treatment.

**Release and Waiver of Responsibility**

The services rendered to me at Toy’s Touch Spa, LLC., are elective cosmetic services that may be performed by a non-medical technician. It is the responsibility of the client to contact their physician directly with any questions about their personal skin or health. I hereby release Toy’s Touch Spa, LLC., from all injuries, actions, causes of action suits, damages, judgments, claims, and demands whatsoever, in law or equity, which I shall or may have, for, upon, or by reason of the performance or non-performance of the above indicated services.

I have read and understand Toy’s Touch Spa, LLC., policies and procedures. This copy will go into my client folder and if I want a copy, I may request a copy at any time.

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_