

## TERMS, CONDITIONS and PRIVACY POLICIES

We thank you for your trust in us providing you with your Bodywork needs.

Whether you are a Guest/ prospect, member we treat you with the highest level of personal respect: We do not expose you to any security risks, unwanted spams, and invasion of privacy or share your information with any third company.

L'EVEIL Massage & Bodywork assures its members/ guests respect of privacy and modesty, for that reason, Bodywork sessions are provided behind close door using a VERY CONSERVATIVE DRAPING technique. Beforehand we offer a short consultation during which we go over intake form and ask about boundaries and concerns members/guests may have. To make boundaries clear, we use and encourage our members/ guests to use technical/ medical terms/ languages like: Massage establishment, Massage center, Spa or Massage therapy. You receive your treatment on a Heated Massage TABLE, by a MASSAGE THERAPIST.

We are committed to meeting your needs, to help us achieve that goal, we ask of you to fill out a Medical intake chart so we know how to better meet your needs, keep track of you progress and keep you safe while in our care. It is your duty and responsibility to report ANY medical condition, no matter how insignificant you think it might be. We don't cure, we facilitate your healing.

### WHAT IS YOUR STATUS?

- **Prospects/ First time guest:** As a future member, we welcome you! Your first visit to our center, qualifies you to receive your first session for \$50 or purchase a package of 3 session for \$145 as a one-time offer only.

**INTRODUCTORY** package deal's (3 sessions @ \$145) value will expire 6 months after initial visit. After expiration, the promotional value of this offer will expire but not the amount you paid. The remaining credit balance will be transferred to your account and can be used toward a regular priced session.

- **Membership holder\*:** As a contract member, you give L'EVEIL Massage & Bodywork a written authorization to auto debit your credit/debit card to prepay for your session every month, this agreement is for a year (12 months) unless requested otherwise.

As a contract member, you give L'EVEIL Massage & Bodywork a written authorization to auto debit your credit/debit card to prepay your Massage services on every 15th of the month, this agreement is for a year (12 months). You can request the "STOP"= Terminate or "PAUSE"= Suspend of your auto payment in written form via email or mailed in letter at least 15 business days before billing cycle which is on the 15th of every month. Your prepaid will be available to redeem on or after the 15th of the month; after your dues have been deducted from your account. Session booked and receive before your prepaid availability will be charge the day service was received in the amount of the service rate. Any additional session scheduled or service received after the use of your prepaid will be billed / charged separately from your membership fee at members' rate. NO TRANSACTION WILL BE REFUNDED. ANY CHARGE BACK DISPUTE via your banking institution will generate a \$30 fee that YOU will pay or will be deducted from the CHARGE BACK amount. Any CHARGE BACK dispute without a written request of " SUSPEND" or " TERMINATE" will be a breach of your signed agreement and will be cause for Termination; forfeiting your existing prepaid. You cannot transfer/ share your membership prepaid sessions.

- **Public Servant members:** As a THANK YOU to our public teachers, law enforcement officers, firemen, military (active or veterans) social workers... Here is a special offer just for you, we appreciate what you do. PLEASE bring ID/ proof of your position to benefit of your special rate!

## **Cancellation Policy**

We understand that special circumstances are unavoidable and a cancellation may be necessary. Please call or text us at 407-591-1723, during regular business hours, to cancel or reschedule your appointments. To be fair to all, please follow these guidelines.

Remember, any cancellation and/or rescheduling can be done between the hours of 8 a.m. and 6 PM Monday through Saturday but must be at least 6 hours prior to your appointment. You can also cancel by clicking on the link in the email/ text message reminder that was sent to you 24 hours prior to your scheduled session; or email at [leveilmassage@gmail.com](mailto:leveilmassage@gmail.com) or go on our scheduling website at [www.BODYATEASE.COM](http://www.BODYATEASE.COM) 24/7.

If you fail to cancel or reschedule within the given time window, a fee will be billed to you or charged at your next visit.

**LATE CANCELLATION:** \$25

**NO-CALL-NO-SHOW:** full service rate will be applied / or lose one of your prepaid services.

Exceptions will be made at our discretion.

**Your time is precious, Ours is too!**

Gift Certificates and Packages that are purchased are TRANSFERABLE but are NON REFUNDABLE. NO TRANSACTIONS WILL BE REFUNDED or REVERSED.

Thank you!

To avoid any confusion, please always schedule your appointment under the right category and status when in doubt, ask us; the status that describe your membership with us L'EVEIL Massage & Bodywork.

## \*MEMBERSHIP

The best way to experience massage therapy's myriad benefits is with regular and consistent treatments. L'EVEIL Massage and Bodywork Membership makes it affordable to receive a therapeutic and blissful monthly massage.

Our Membership is simple, straightforward and easy to join! As a Member, you sign a written agreement with L'EVEIL Massage & Bodywork for 12 months, giving us permission that on the 15th of each month the credit card of your choice will be conveniently billed for \$65 for an hour session, \$95 for a 90 minutes session or \$150 for a weekly 30 minutes Massage session to work on what's most important to you. When you're ready for your massage that month, simply give us a call to schedule or log into your account via our online scheduler and request a time at your convenience. Get busy and accidentally skip a month? No problem! Your massage will roll over to the next month, and will be saved. Want to extend your monthly massage to 60, 90 or 120-Minute sessions? Easy! Just request a time upgrade at booking time for a discounted rate.

**Give yourself or someone you love the gift of health and wellness with a L'EVEIL Massage & Bodywork Membership or Gift card. You may purchase a Gift card online [here](#), or sign up for our membership in office today!**

### Membership Details:

- For just \$65/month, you'll receive one 60-Minute Massage per month. You may receive unlimited additional massages monthly at Member Rates. The credit card of your choice will be conveniently billed for \$65 on the 15th of each month.
- There is no sign-up fee, initiation fee or cancellation fee.
- If you miss visiting one month, your massage will roll over into the next month. Same rule apply to \$95/ month for a 90 min. Massage session or \$150/ month for 4-30 min. massage session (weekly massage)
- Your Membership cannot be shared with anyone else, however your prepaid package may be shared. Please let us know if you would like to add someone to your prepaid packages at time of purchase.
- Your Membership may be put on hold/ pause for up to 90 days at no charge. Your membership agreement can be cancelled before the agreement reaches its 12 months term with 15 Days' Notice. Cancellations must be made in writing and mailed or dropped off at the office, or you may email your request in the form of an attachment letter to [leveilmassage@gmail.com](mailto:leveilmassage@gmail.com). Failure to follow this step will be cause for a Cancellation fee of \$39.
- If you wish to re-instate your membership, you may do so at no additional fee.

If you have questions about your Membership, please give us a call or email us at [leveilmassage@gmail.com](mailto:leveilmassage@gmail.com) ;we're here to help!

We look forward to caring for you... body, mind and spirit!