

Tranquil Body Care

TEL: 254-339-3629



Welcome to the Elite Plan!

Thank you for choosing the Elite Plan at Tranquil Body Care. Your monthly **cost is \$45.00 which covers a 1-hour relaxation massage (\$55.00 a month for Deep Tissue)**. This cost will be taken directly from your credit card at the beginning of each month. If you miss a massage in a month it will roll over to the next month. This means the following month you can get two 1-hour massages. If for any reason your massages accumulate for more than 4 months, your plan will be canceled. You will have 2 months to use up the accumulated massages before they expire. **You can cancel your plan at any time with a written notice one month in advance.** If the fee is already taken before your cancellation letter, you can still receive that massage.

How this plan works;

- Make sure Tranquil Body Care is in your e-mail contact list
- On the 1st of the month you will receive an invoice through email from Tranquil Body Care
- Pay your invoice when you receive it in your email
- **Select the button to save your card information on file**
- Once we receive confirmation into our system, your plan will be activated and you can schedule your massage.
- We will then receive your payment on the 1st of each month

On this Plan, you will receive other perks that others do not receive. Occasionally we will send you **coupons of additional savings**, and sometimes **free enhancements** like aromatherapy or a **spa foot treatment**. If you wish to have **additional massages** during the month they will also be \$45.00 (\$55.00 for Deep Tissue).

If you need to cancel your appointment for any reason please do so at least three hours before the appointment time, this will allow us time to fill your spot. If at any time you don't show up for your appointment and have not cancelled it, your payment will be applied to that massage for the month.

We want you to feel well cared for at Tranquil Body Care. If you ever have any questions or concerns about your care, please feel free to contact us. Your massage will be customized to what you need so please keep communication open with your therapist so that your needs are met every time. Our hours are Monday – Saturday 9:00 am – 9:00 pm. The best way to make your appointment is to go to www.tranquilbodycare.com and schedule online or call, text or email.

I hereby authorized **Tranquil Body Care** thru its vendor (SQUARE) to withdraw the said amount described above on the 1st of every month.

(Print Full Name)

(Date)

(Signature)

General Client Policies

Our Requirements

- ___ Sessions begin and end at scheduled times. Sessions that begin late because the client arrived late end at the appointed time and are full price.
- ___ Be present (not under the influence of alcohol or drugs).
- ___ Clients provide a health history and update every six months or if health changes
- ___ If cancellation is necessary, please give a three-hour notice or you may be charged for the missed appointment. Emergency cancellations are determined at the practitioner's discretion.
- ___ Payment is expected at the time service is rendered
- ___ **Sexual harassment** is not tolerated. Breast and genital massage will not be performed. If the practitioner's safety feels compromised, the session is ended immediately.

What Clients can expect from us:

- We provide clients with a competent and professional session each time, addressing the client's specific needs.
- We are available Monday – Saturday 9:00 am – 9:00 pm. Appointments can be scheduled online from our website at www.tranquilbodycare.com, or through text, email or phone calls.
- Clients are treated with respect and dignity.
- Payment is due at the time of service unless other arrangements have been made. We accept cash, checks or credit cards.
- We offer massage plans, packages and gift certificates
- Appointments are confirmed the day before the session.
- We perform services for which we are qualified and able to do, and refer clients to appropriate specialist when work is not within our scope of practice or not in the client's best interest.
- We keep accurate records and review charts before each session.
- We customize our treatments to meet the client's needs.
- We respect all clients regardless of their age, gender, race, national origin, sexual orientation, religion, socioeconomic status, body type, political affiliation, state of health or personal habits.
- Privacy and confidentiality are maintained always.
- If we need to cancel an appointment, we do so three hours in advance whenever possible. If an emergency arises and we cannot keep an appointment, we provide a 50% discount on a client's next session.
- My equipment and supplies are clean and safe.
- If a client is dissatisfied with a treatment, and no other arrangement can be agreed upon, a 50% refund of the treatment is honored.
- Clients are draped with a sheet at all times during the session. Only the parts of the body being worked on are exposed at any time.