

# RECEIPT OF COMPANY POLICIES

Our goal is to insure that you have a great time here at our Spa. In order for us to do so, please read the following policies and procedures, so that you will know what to expect from us.

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_  
Telephone (home): \_\_\_\_\_ (work): \_\_\_\_\_ (cell) \_\_\_\_\_  
Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Birth Date \_\_\_\_\_ Sex \_\_\_\_\_ Occupation \_\_\_\_\_  
Emergency Contact \_\_\_\_\_ Phone \_\_\_\_\_

If you would like to receive specials and information via email, please enter your email below. *Your information is never shared with others.*

*Email Address :* \_\_\_\_\_

**INITIAL ON THE LINE BELOW FOR EACH PROCEDURE YOU HAVE READ.**

\_\_\_\_\_ I have read the **CLIENT POLICIES & PROCEDURE INFORMATION.** *(All Clients)*

\_\_\_\_\_ I have read the **SUGARING INFORMATION.** *(For Sugaring clients only)*

\_\_\_\_\_ I have read the **FAQ ON THE BODY CONTOUR WRAP.** *(For Body Contour clients only)*

\_\_\_\_\_ I have read & *signed* the **CLIENT MEDICAL INFORMATION SHEET.** *(All Clients)*

\_\_\_\_\_ I have informed The Spa At Canyon Oaks of any changes to my medical history since my last visit.

**List any Changes:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
**PRINT NAME**

\_\_\_\_\_  
**SIGNATURE**

\_\_\_\_\_  
**DATE**

*Ask the Office Personnel if you want a copy of any of the above policy forms.*

# The Spa at Canyon Oaks - Client Medical Information Sheet

We need to comply with laws and make your experience wonderful and satisfying, please help us by completing this form

Client Name: (Print) \_\_\_\_\_

## GENERAL HEALTH RECORD:

List all allergies known to you (i.e. seasonal, cosmetic, oils, food, etc.) \_\_\_\_\_

Do you have now or have had any medical conditions (i.e. seizures, Epilepsy, Diabetes, Varicose Veins, Osteoporosis, Arthritis, Joint Swelling, High Blood Pressure, Surgeries, Cancer, Skin Cancer, Allergies Headaches, Contagious Disease, cardiac or circulatory problems, etc.) \_\_\_\_\_

\*\*\*You must be free of any Contagious illness (flu / cold / virus) for at least 48 hours prior to receiving services.

*There are certain medical conditions for which massage is contraindicated. In some cases, a doctors release may be needed or the area can be avoided. If you are unsure if this applies to you, ask Office Manager for the list of Contraindications.*

In the last two years have you had any injuries, broken bones or been in an accident? \_\_\_\_\_

Pregnant (for yours & your baby's safety we **will not** provide Massage in First Trimester) Yes/No Weeks \_\_\_\_\_

Are you Nursing? Yes/No

Have stiffness or soreness Yes/No If so where, \_\_\_\_\_.

## CONTOUR BODY WRAP: Read FAQ before receiving your Body Wrap today.

Main Ingredients: Niacin / Aloe Vera

Do not tan for 24 hours after Contour Body Wrap. If you are Pregnant or trying to become pregnant you can not receive Contour. If you are Breast Feeding you can not receive Contour. You must be Cancer free for 5 years. The Contour Cream is niacin based. It is possible that you may experience a niacin reaction. One may experience this reaction if their body is toxic and is unable to rid itself of excess niacin buildup.

## NAILS: Any evidence of contagious disease (nail fungus, warts, etc.) on hands and or feet may result in refusal of service.

All metal tools are sanitized & autoclaved, all other implements are handed to client at end of service. Due to safety concerns, employees will wear gloves during all pedicures.

Any Discoloration, redness or inflamed areas on finger / toe nails? Yes/No If yes, where \_\_\_\_\_

Any warts, athlete's foot, or open sores on your hands or feet? Yes/No If yes, where \_\_\_\_\_

Do you have any other concerns with your nails? Yes/No If so, where? \_\_\_\_\_

## FACIALS: Make sure you state any allergies you may have above. See our brochure for a list of facials that may fit your needs.

Are you interested in a Relaxation Facial, which has no explanation of products used or steps during the facial or an Educational Facial, which explains the products our staff are using and steps they are doing during the facial.

Circle your preference of either the **Relaxation Facial** OR **Educational Facial**

What skincare line are you currently using? \_\_\_\_\_

Do you have acne? Yes/No What products are you currently using? \_\_\_\_\_

Have you ever had laser, resurfacing or peels? Yes/No When? \_\_\_\_\_

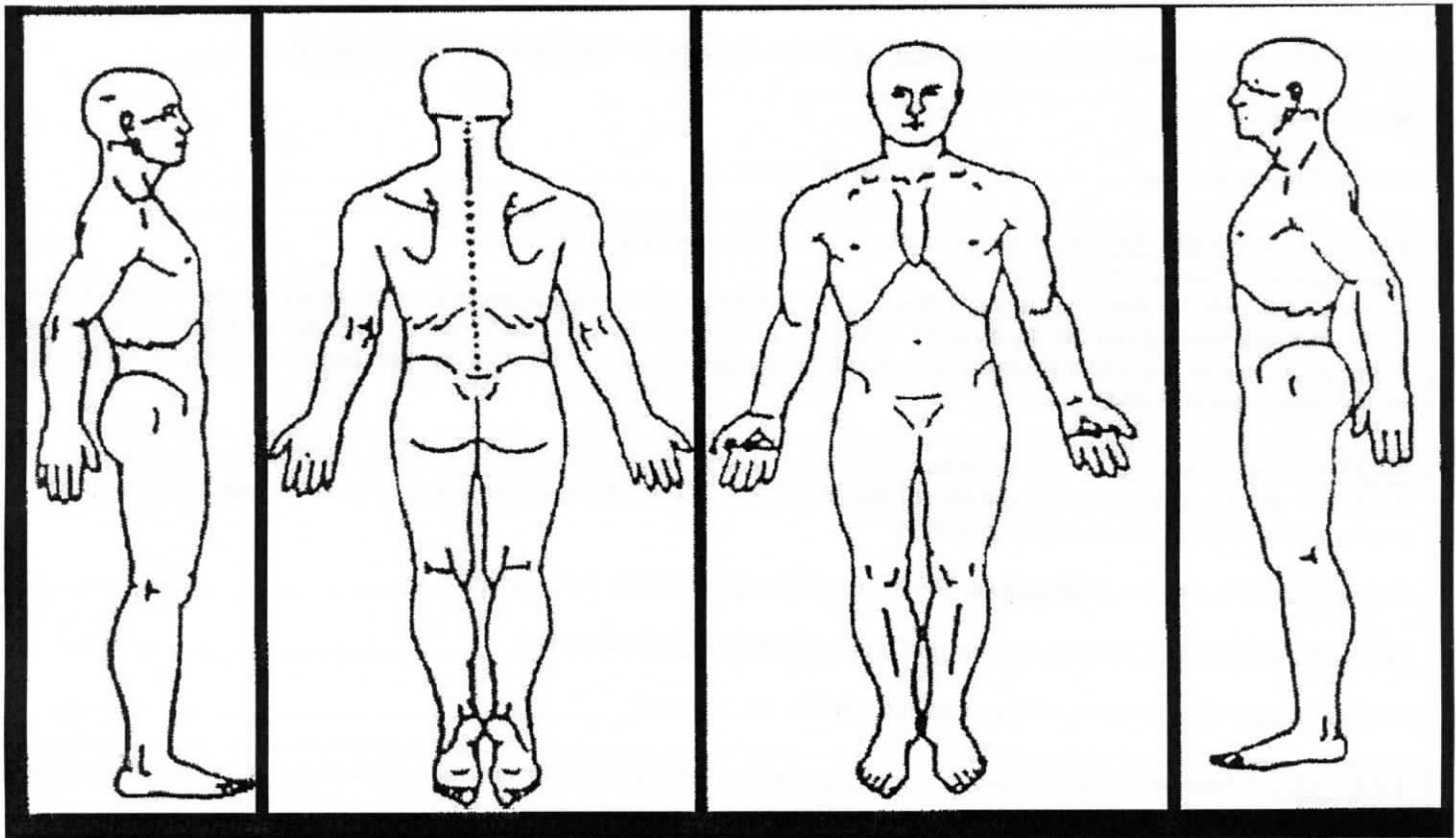
Taking any medication pertaining to a skin condition? Yes/No If yes, what \_\_\_\_\_

Do you have any problems with your skin that you would like to share? \_\_\_\_\_

What improvements would you like to see in your skin? \_\_\_\_\_

**The Texas Administrative Code, Title 25, Part 1, Chapter 140, Subchapter H, Rule §140.304 states that this initial consultation document is required and that it must include the following information:**

The type of massage techniques we offer are Swedish / relaxation massage, deep tissue, aroma therapy, prenatal massage, and hot stone. Anything other than Swedish / Relaxation Massage must have been scheduled at the time of your making appointment.	
The massage therapist will not perform breast massage on female clients without written consent of the client.	<i>Not offered @ the time</i>
Draping will be used during the session, unless otherwise agreed to by both client and therapist.	"Draping" means your body will be modestly covered by a sheet during the massage.
A statement that if the client is uncomfortable for any reason, the client may ask the therapist to change or to cease the massage, and the therapist will do so.	As therapist, I also reserve the right to terminate the session in the event of any sort of abusive behavior from the client. If client misbehavior should result in an abbreviated session, the client will be expected to render full payment.
The parts of the clients body that will be massaged or the areas of the clients body that will be avoided during the session, including indications and contraindications.	On the chart below, please: Place a X any any areas to be avoided and Place a CIRCLE on areas that need extra attention. Place a "T" where you are ticklish.



I also understand that massage or body work should not be construed as a substitute for a medical examination, diagnosis or treatment, that I should see my physician, chiropractor or other qualified medical specialist for any mental or physical ailment to which I am aware. I understand that the massage/body work practitioners are not qualified to perform spinal or skeletal adjustments, diagnosis, prescribe or treat any physical or mental illness, and nothing said in the course of the session given should be construed as such. I affirm that I have stated all my known medical conditions, and answered all questions honestly.

Print Name: \_\_\_\_\_

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

## CLIENT POLICIES & PROCEDURE INFORMATION

**Our goal is to insure that you have a great time here at our Spa. In order for us to do so, please read the following policies and procedures, so that you will know what to expect from us. If you have questions or concerns, please talk with our Office Manager for assistance.**

- **SUITES:** All your services come to you in your own treatment suite. Each suite has its own restroom
- **SHOWERS IN SUITE:** There will be an additional charge for not scheduling showers in advance. Due to appointment times of other clients we ask that any additional suite time other than your scheduled service is requested in advance. If you need to take a shower, apply make-up, or would like more time in your suite, please ask the Office Manager to check to see if time is available. Since we may have other clients who have appointments after you in the suite it is necessary to check our schedule to insure that there is no conflict with other clients. It is always best to schedule more time in your suite when you schedule your appointment, so we may accommodate all your needs. **We want to insure all clients get the best service possible including getting into their suite on time.**
- **GIFT CARDS:** **You must have gift card at time of service.** If you lost or forgot it, you will be required to pay for the services you receive. We can not replace lost or stolen cards. Please, give the gift card to the front desk at time of check in. In order to not be surprised with unexpected charges, make sure to confirm the value of your gift card against the cost of services that are scheduled.
- **15 MINUTES BEFORE APPOINTMENT TIME:** We asked when you scheduled your appointment to be here about 15 minutes ahead of time, so you can fill out paper work, pick out polish color or aromas. This is to insure that everything is in order to start your service on time. **If you are late today your service time may be cut to insure that other clients are started on time.**
- **GETTING HERE EARLY:** If you are here early for your appointment, please make yourself comfortable in our lobby or outside by the pool. Due to other clients and staff schedules, we may or may not be able to start your service early. Our staff will come get you at your scheduled appointment time.
- **APPOINTMENT TIME:** We value and appreciate your time, so please inform the Office Manager if it is more than 5 minutes past your scheduled appointment time.
- **CONFIRM YOUR SCHEDULE:** Please, confirm the services that we have you scheduled for. We want to make sure you are getting the services you have requested. You will be expected to pay for all services scheduled today.
- **ADDING SERVICES:** Please, ask the staff if you would like to add more services to your schedule today. We will try to accommodate your request if possible.
- **LEAVING WITHOUT RECEIVING SERVICES:** If you must leave early from your day of services, you will still be expected to pay for the full cost of services that you scheduled. Our staff are scheduled according to the daily needs of the clients.
- **GUEST:** Due to the privacy of other clients, your guest(s) are not allowed to roam the property. All guests of clients are required to remain in suite with you at all times or stay in Spa lobby. Privacy is very important to our clients, so do not open any doors to other suites, you will be asked to leave if you or your guest open any doors to the private suites. **NO CHILDREN** are allowed onsite, unless they are also getting services and will remain in the same suite as you. No pets allowed onsite.
- **PRENATAL MASSAGE:** If you are pregnant, you must be in your 2<sup>nd</sup> or 3<sup>rd</sup> trimester to receive a massage and you **must** have a doctor's release stating that it is safe for you and your baby to receive a massage. **IT IS OUR COMPANIES POLICY NOT TO PROVIDE 1<sup>ST</sup> TRIMESTER MESSAGES.**
- **SMOKING:** Smoking is not allowed on the property. If you need to smoke, it must be done in your vehicle. Your service time will be cut if your smoke break interferes with service appointment time. Please, do not throw your cigarette butts on the ground.

- **LUNCH:** Lunch is served in the dining room, out by the pool, or under the covered patio. Please, let a staff member know your preference and we will try to accommodate your request. We allot 1 hour for you to eat your lunch and then a 10 minute break so we can get you into your suite. Due to other clients and staff schedules, we may or may not be able to start your service early if you are finished before the allotted time.
- **BEVERAGES:** Beverages are complimentary. Please, check with a staff member on available beverages. If you are requesting wine, we require an ID and these are limited to 2 glasses only. **This is our company policy and is in accordance with TABC.**
- **SUITE TEMPERATURE:** If your suite is too hot or too cold please let your therapist know so they can make you more comfortable. We want you to have a pleasant experience while you are getting your services. It is our goal to insure you have all you need.
- **NAILS:** We do not do acrylic or artificial nail services. All of our metal tools that are used in nail services are sterilized three times after each use (liquid sterilized, dry sterilized, and autoclaved) to insure your safety. All other items used are disposed of after each use. Our pedicure bowls are cleaned and sterilized after each use. We will refuse to provide service to anyone with a nail fungus, please understand this is yours and our staff's safety.
- **COMMENT CARDS:** We value our customer's opinions and suggestions. Please, fill out a comment card before you leave to let us know how we did. **If you are not happy with anything that occurred today, please let us know so we can fix it now. If you don't tell us your concern before you leave, we assume that you were satisfied with your visit today. If you would like to contact the owner, you can email her at: [destiny@wacospa.com](mailto:destiny@wacospa.com).**
- **GRATUITY:** Gratuity is not included in services and is completely at your discretion. There is no customary amount. Most in the industry say 15%-20%.
- **CELL PHONES:** Please, turn your cell phone off while receiving your services today. If you must use your phone during your appointment time please be aware that your service time will be adjusted in order for our staff to stay on schedule.
- **HOT STONE MASSAGE:** The Spa At Canyon Oaks does not recommend a Hot Stone Massage for persons with High Blood Pressure. If you choose to go against our recommendation you must sign a waiver stating you are not adhering to our recommendation.
- **DEEP TISSUE:** Our Massages are classified as Light to Medium pressure. Deep Pressure / Deep Tissue is an additional \$15.00.
- **SERVICE TIMES:** The following are actual times that our services should last. We allot 5 minutes to undress and talk to your therapist about your special request, and 5 minutes to redress and/or prepare for next service.
  - **Body Wraps- 1 Hour hands on,**
  - **Signature Facials- 50 min hands on,**
  - **Upgraded \$95.00 Facials- 1 Hour hands on,**
  - **1 Hour Massage- 50 min hands on,**
  - **90 min Massage OR 90 min Facial - 80 min hands on,**
  - **2 Hour Massage- 110 min hands on,**
  - **30 min Massage- 30 min hands,**
  - **45 min Massage- 40 min hands on,**
  - **Pedicures- 50 min hands on,**
  - **Manicure- 45 min hands on,**
  - **Express Facial- 30 min hands on,**
  - **Express Mani or Pedi- 30 min hands on,**
  - **Body Scrub- 30 min hands on, and not mixed in with the Massage**
  - **Body Scrub and 30 min Massage- 60 min hands on.**