



1343 Wantagh Avenue,
Wantagh, NY 11793
(516) 679-8299

BUSINESS POLICIES

Please take a moment to review our business policies. These guidelines are designed to ensure a smooth and enjoyable experience for all of our guests. Thank you for your cooperation, and we look forward to helping you relax and unwind!

Treatment Time, Lateness & Cancellation:

1. A standard treatment is **52 minutes** hands-on. This is to allow clients time to prepare for the massage and redress once it concludes. Our massage therapists work on a strict hourly schedule. If any time is lost due to client lateness, that time will not be recovered, and the full-service price will be charged.
2. Feel Well has a 24-hour cancellation policy. Any appointment canceled within a 24-hour window will result in the **full charge** of the service, including any appointments canceled the morning of and no-shows.
3. If you need to cancel, please call us *the night before at the latest* so your massage therapist has time to rebook your slot.

Draping Policy:

4. We adhere to strict draping policies. For the entirety of any body treatment, all clients are properly draped and covered. It is recommended to remove all clothing for a massage, facial, or body scrub; however, it is not required.

Refund and Credit Card Policy:

5. **All clients must have a credit card on file to reserve an appointment.** Credit card holds are required for both online and in-person booking. Cards on file will not be charged without your permission or notice.
6. We accept cash, credit, Feel Well gift cards or gift certificates, FSA and HSA cards, Spa Week gift cards, and Spa Finder gift cards. Any of the aforementioned payment methods are accepted upon checkout.
7. **Gift cards and gift certificates are non-refundable purchases.** If a physical gift card and transaction receipt are lost, funds may not be recovered or refunded.

Client Conduct Policy:

To maintain a safe, respectful, and enjoyable environment for all clients and staff, we require that all individuals conduct themselves in an appropriate and professional manner while on our premises. By using our services, you agree to adhere to the following conduct guidelines:

1. **Respectful Behavior** – Clients must treat staff, other clients, and guests with courtesy and respect at all times. Any form of harassment, discrimination, aggressive behavior, or inappropriate language will not be tolerated.
2. **Compliance with Facility Rules** – Clients must follow all posted rules, verbal instructions from staff, and safety guidelines specific to the services they are utilizing.
3. **Personal Hygiene & Cleanliness** – Clients are expected to maintain proper hygiene and cleanliness prior to service.
4. **Use of Strong Fragrances** – To ensure a comfortable and inclusive environment for all, clients are asked to refrain from wearing strong perfumes, colognes, or heavily scented products.
5. **Substance Use** – The use of alcohol, illegal drugs, or being under the influence of such substances while on the premises is strictly prohibited.
6. **Property Respect** – Clients must respect all equipment, furniture, and amenities provided. Any intentional damage or misuse of company property will be the financial responsibility of the client.
7. **Privacy & Confidentiality** – Clients must respect the privacy of others and refrain from recording or photographing anyone without their consent.
8. **Zero Tolerance for Violence** – Any form of physical violence, threats, or intimidation will result in immediate removal from the premises and potential legal action.

Failure to comply with this **Client Conduct Policy** may result in suspension or termination of services without refund. The business reserves the right to refuse service to any individual who does not adhere to these guidelines.

By signing this agreement, you acknowledge that you have read and understand the conduct expectations and business policies set forth above.

Client Name: _____ Date: _____

Client Signature: _____