



Client Information & Consent

We would like to welcome you to Solace Organic Spa and to inform you of some information that pertains to our professional relationship. We hope you enjoy our services as much as we truly enjoy serving you.

Health History

Our approach is holistic, focusing on you as a complex, dynamic, unique being in body, mind and spirit. We may explore areas that influence your state of well-being, such as your health history, life stressors, your family and childhood history, diet, exercise and anything else you are comfortable sharing. We are most happy to answer any questions regarding our services, and we also encourage you to express any concerns.

Appointment Times

Please arrive 5 minutes prior to your appointment time, so you can get settled into your robe and enjoy a fresh cup of herbal tea or mineral water and warm aromatherapy mineral foot soak. **If you are late, your appointment will still end at the scheduled time**, as to accommodate our other guests. Our practitioners would like you to get the full benefit of your appointment, so please do arrive on time.

Cancellations

If you need to cancel or reschedule an appointment, please allow us a **minimum of 24 hours notice** so we are able to rebook the space for someone else. **If you cancel late we have a \$40 cancellation fee.** Our “no show” policy is that we charge for the full session price. Emergency cancellations are determined at the practitioner’s discretion. If we need to reschedule, we will do so within 24 hours whenever possible. If an emergency arises and we cannot keep an appointment, we provide a 50% discount with your next session.

Etiquette

Our goal is to create a nurturing and comfortable environment. **Please turn off cell phones, pagers, and watch alarms.** We would like you to enjoy the moment, as well as not disturb other guests. **Please be clean**, having showered the same day as your session, do not eat a heavy meal less than two hours prior to the session, and be present (not under the use of drugs nor alcohol). **Sessions begin and end at scheduled times.** Payment is expected at the time service is rendered

Professionalism

We provide you with competent and professional care customizing each session to address your specific needs. Personal and professional boundaries are respected at all times. Our equipment and supplies are clean and safe and we keep accurate records and review charts before each session. We perform services for which we are qualified (physically and emotionally) and able to do, and refer to appropriate specialists when work is not within the scope of practice and/or not in the client’s best interest. Ear candling is done as a hygienic procedure and the client to his/her own ear inserts the application as we assist.

Confidentiality

Your privacy and confidentiality are maintained at all times.

I understand that my signature in this form indicates that I have read and understand the preceding information regarding my session. I understand that if I have any questions, I should ask the practitioner. I hereby release the certified practitioners at Solace Organic Spa from any liability that may occur in connection with the service provided.

 please print full name

 signature

 phone number

 date

 mailing address

 how did you hear about us?