

Blue Moon Wellness

Policy and Procedure Guideline – Outline Version 1

Scope

The purpose of this document is to outline the major sections required in Blue Moon Wellness' Policy and Procedure Guideline/Spa Regulation form to establish the rules and regulations that clients must abide by before, during and after their appointments.

Introduction

Blue Moon Wellness takes the safety and sanitation of our operations extremely seriously; it is essential that we establish customer and therapist expectations and establish standard guidelines to ensure their overall wellbeing, health and safety and to prevent the spread of infection and disease.

The guidelines set forth in this document provide instructions for appropriate conduct during treatment from onboarding to service completion, and establish expectations, policies, and procedures for clients and therapists to reference before, during, and after a service.

Please note that in light of the ongoing COVID-19 pandemic, the guidelines set forth in this document are subject to amendment and will be continuously updated to comply with local, state and federal regulations and health recommendations to ensure a safe and healthy treatment experience. Blue Moon Wellness reserves the right to refuse, cancel, or terminate service for noncompliance with these additional health guidelines. Please keep in mind that the added guidelines serve to keep both therapist and client safe in this increased-risk environment.

S1: Onboarding

- Clients are required to review and acknowledge this waiver and agree to abide by the following rules and regulations before their appointment.
- All clients new and existing are required to fill out a client onboarding form detailing their contact information, medical history, massage therapy history, current therapeutic concerns, and requirements, and to establish method of payment.
 - Please note that all information regarding medical history and treatment needs is entirely confidential and will not be discussed, shared, sold, or dispersed to any outside parties without proper consent by the client within the limitations of laws and regulations.
- All appointments require a 50% deposit to secure time and date of appointment.

S2: Cancellation Policy

- Cancellations shall be made within a minimum of 24 hours advance. Should the cancellation be made within 24 hours of the service, Blue Moon Wellness reserves the right to **charge up to 100% of the service value.**

S2: Appointment/Treatment

- **Purpose:** Massage therapy can provide the benefits of enhanced relaxation, stress reduction, reduced muscular tension pain and can improve circulation and range of motion. Massage therapists are not licensed to practice medicine, and therefore do not diagnose illnesses or disease, perform spinal manipulations, or prescribe medical treatments. Massage therapy is not suitable for medical treatment, medication, or a diagnosis for any health condition a client may have. Clients should pursue appropriate health management for any diagnosed conditions or concerns he/she may have. Customers accept massage at their own risk, and the therapist nor Blue Moon Wellness may be held liable for any complications due to client's health complications or conditions.
 - **Contra-indications:** We reserve the right to refuse service or segments of service to high risk customers suffering from the following ailments or conditions: **Pregnant, open sores/wounds/burns/cuts/abrasions/sunburns, recent surgery or recent injuries, deep vein thrombosis/varicose veins, undiagnosed lumps bumps or pain, fever or contagious diseases including cold or flu regardless of the severity, under the influence of alcohol/drugs including pain medications, contagious skin diseases (including but not limited to warts, poison ivy/oak, etc.), inflammation including arthritis/osteoporosis, severe heart complications including pacemakers, diabetes, edema, high blood pressure, cancer, epilepsy, nervous or psychotic conditions, or allergies to skincare/lotion/oil products used in services.** Massage is not treatment for the aforementioned conditions and may not be suitable for those diagnosed with high-risk contra-indications, however in some cases can be very therapeutic for many conditions and ailments.
- **Ethics:** Blue Moon Wellness is a professional massage therapy business abiding by a strict code of ethics. Confidentiality of all clients and sessions will be honored except for any revealed illegal or questionable activity as required by law. Massage therapy involves the use of touch and may at times utilize the use of oils, lotions, or creams. Arriving to your massage appointment with a clean body is imperative for the health and safety of both the client and the therapist. Blue Moon Wellness does not provide locker room or shower amenities and clients are responsible for arriving clean and free of excessive bodily oils and debris before the start of service. Personal hygiene is mutually respected on both parties, should either party fail to uphold their hygiene responsibilities, services for that session will be postponed.
 - **Alcohol, drugs and massage do not mix.** Do not arrive under the influence of alcohol, drugs (prescription or recreational). Massage therapist and client will both refrain from drug and alcohol use for at least 12 hours prior to the session. If a client is taking or has taken prescription drugs for pain management or anti-inflammatory purposes in the last 12 hours, client should notify the therapist prior to the start of the session.
 - Single massage sessions and/or massage on a random basis is limited to providing general, non-specific benefits. If a client chooses to use massage on a regular basis, he or she is encouraged to participate in an assessment process working with the massage therapist to determine the most effective treatment plan to help achieve client goals.
 - Clients under the age of 18 must be accompanied by a parent or guardian.
 - Clients can request a third party to accompany them in a session provided the person accompanying the client does not disrupt the session or behave in an inappropriate manner.

- Massage and skincare treatments are therapeutic in nature. All massage and skincare treatments provided are non sexual. No sexual conversation or behavior will be tolerated. Any inappropriate words, jokes, or suggestions by the client or therapist will result in the immediate termination of the session and may result in the cancellation or refusal of future appointments. Massage appointments canceled as a result of inappropriate conversation or action will be charged in full and the future practice will be refused to the client with no referral.
- Blue Moon Wellness has a zero tolerance policy for sexual misconduct or inappropriate behavior between client and therapist and reserves the right to refuse or terminate services.
- Smoking is prohibited in all service rooms and on premises.
- **Arrival:** All clients must arrive at least 15 minutes prior to the scheduled start of their treatment as to **not delay the start of their treatment**. Tardiness or delays in arrival will result in the proportional reduction of treatment duration and tardiness exceeding 50% of the service time will result in cancellation. All cancellations made within 24 hours of the scheduled appointment are nonrefundable.
- **Dress Code:** Clients are invited to undress to their comfort level up to their undergarments, however, should refrain from undressing until after the therapist has stepped out of the service room prior to the beginning of treatment. Clients may not remove underwear, lingerie, boxers, or other undergarments without therapist consent. Clients must drape themselves with the provided sheets and blankets and should remain covered during therapy except for when instructed by the therapist. Failure to comply with dress code or to maintain appropriate covering will result in service termination.

S3: Payments

- All clients are required to make a 50% deposit at the time of booking.
- Acceptable payment methods include: Visa/Master Card/American Express, Cash, Certified check, or money order. Personal Checks are not accepted.
- Listed prices do not include gratuity, taxes, add-on services, or fees.
- Gratuity is appreciated by not required and may be paid at the completion of services.
- Service add-ons are available at the time of service and in most cases are not included with deposits.
- All payment balances are due at the completion of service and customers may not maintain outstanding balances.
- Blue Moon Wellness reserves the right to collect Rhode Island and applicable Federal sales taxes in addition to product and service charges. All taxes are due upon the completion of treatment.