

# TERMS & POLICIES

## TIKKUN HOLISTIC SPA

DAILY 10:00 am – 6:00 pm

### **APPOINTMENTS**

For appointments, please call Tikkun Spa during business hours at 310.319.1111. All appointments must be prepaid when making your reservation. To ensure availability, we suggest that you book appointments a few days in advance.

### **CANCELLATIONS/NO SHOW POLICY**

Please cancel at least 24 hours in advance. No Show or appointments cancelled within less than 24 Hours will be charged the full rate for that appointment.

### **CHECK-IN**

We encourage our clients to arrive at least 30 minutes ahead of your appointment time to allow enough time to check in, shower and relax and enjoy the facilities before the service. First time guest should arrive 45 minutes prior to the appointment time to complete the pre-service questionnaire and receive a tour of the facility.

### **JEWELRY, CELL PHONES AND VALUABLES**

We advise that you leave jewelry, cell phones, and valuables at home. If you have valuables with you, please secure them in your locker and do not carry them in your pocket. Tikkun assumes no responsibility for lost or stolen articles. Tikkun is a cell phone free zone. As a courtesy to our guests, use of cell phones is strictly prohibited and we request you mute your phone before entering the spa.

### **PREGNANCY AND MEDICAL CONDITIONS**

Completion of a pre-treatment medical questionnaire is required before any service at Tikkun. Certain treatments, products or heated rooms may not be advisable for you. Before your treatment begins, please inform your therapist or esthetician of any additional medical concerns or if you are wearing contact lenses.

### **SKIN CARE SERVICES AND SUN EXPOSURE**

Please avoid the sun on the day of treatment and, in some cases, one day or more, as instructed, depending on service provided. We encourage clients to always wear sun protection and a hat when sun exposure can occur.

### **EATING AND DRINKING**

We do not recommend eating at least one hour prior to a treatment. We also discourage the consumption of alcohol on the day of a treatment. Drink plenty of water before and after treatments, especially if the heat treatments rooms and saunas are used. Self serve beverage areas are provided throughout the spa to help you stay hydrated.

## CHILDREN

To maintain a relaxing atmosphere for our guests, we ask that you do not bring children unless it is a designated Tikkun family event.

## PAYMENT

We happily accept Visa, MasterCard, American Express, Discover, and cash in addition to Tikkun Gift Cards.

## REFUNDS, GIFT CERTIFICATES, PACKAGE SERIES, AND PRODUCTS

Except for replacing damaged retail products (within 14 days), NO refunds, exchanges or credits on gift certificates, prepaid packages or prepaid treatments. All sales are final.

## TIKKUN HOLISTIC IS A PROFESSIONAL ESTABLISHMENT

Our and massage therapists and estheticians bring years of training and continuing education to their particular specialty. They have been hired to provide services that support health, relaxation, and renewal. If a Tikkun staff member ever feels a client is behaving inappropriately, they are authorized to stop the treatment immediately and request assistance from management.

## ZERO TOLERANCE POLICY FOR SEXUAL OR PROVOCATIVE BEHAVIOR

All treatments provided by Tikkun Holistic Spa practitioners are clinical in nature. No sexual conversation or behavior will be tolerated at anytime. Any inappropriate words, jokes, or suggestions will result in the immediate termination of a client's massage/acupuncture treatment. Clients that have treatments terminated due to inappropriate behavior, will be charged the full treatment fee. Furthermore, subsequent treatments at Tikkun Holistic Spa will be denied and **a police report for sexual harassment will be filed.**

If you have any questions or need further assistance, please contact us at 310.319.3111.

## SPA DISCLAIMERS

The spa treatments, services and facilities available at Tikkun Holistic Spa are intended for general purposes only and are not intended to be a substitute for professional medical treatment for any condition, medical or otherwise, that Guests may have.

Guests agree that all treatments, services and facilities at Tikkun Holistic Spa are requested and used at the Guests' own risk and that they will have no recourse against Tikkun Holistic Spa, and its shareholders, directors, affiliates, representatives, agents, staff and suppliers, for any alleged damage or loss arising out of or in connection with the spa treatments, services and/or facilities.

Guests will also fully indemnify and hold harmless Tikkun Holistic Spa, and its shareholders, directors, affiliates, representatives, agents, staff and suppliers, from and against all liabilities, claims, expenses, damages and losses, including legal fees (on an indemnity basis), arising out of or in connection with the spa treatments, services and/or facilities.