

Serenity and Massage

Membership Agreement

Payments and Credits

- Initiation Fee is a non-refundable, one-time only fee of \$35.
- Clients enrolling in the Serenity and Massage Monthly Membership Plan agree to a monthly charge of \$75 plus tax for a 60-minute massage or \$115 plus tax for a 90-minute massage, entitling the client to a massage each month at that set price.
- The monthly membership charge is on the 1st of each month.
- A credit or debit card will be kept on file for this monthly charge.
- Be sure to keep track of your massage credits as they are nonrefundable.
- Members are entitled to an unlimited number of massages at the membership price after the benefits are used (pay as you go).
- Shared plans include you and four people of your choice. Names can be edited one year from the date each was added.
- Keep in mind your four guests are considered members under your plan and can use any acquired credits under your account.
- Membership is on a month-to-month basis. Each massage credit obtained is valid for one year from its purchase date.
- If your credit card is declined, expired, lost, or stolen, it is your responsibility to provide us with your updated credit card information. Any lapse in monthly payments must be made current before continuing with your monthly membership, including using any credits.
- Membership prices are subject to change; we will provide you with at least 30 days' notice.
- To cancel membership at any time, simply email us at contact@serenityandmassage.com by the last day of the month prior to the next charge.

Massage Credit Expiration

- Each massage credit is valid one year from the purchase date.
- If a massage credit is not used within one year from the date it was purchased, it expires and is no longer a payment option.
- Credits cannot be shared or transferred to anyone who is not already listed as a shared member after the membership has been cancelled.

Client Protocol

- Clients should arrive 5-10 minutes before a scheduled appointment. Arriving late will cut into client's own massage time.
- Please fill out all necessary forms prior to arrival.
- Serenity and Massage asks that clients report any changes in health status before undergoing a massage.
- Serenity and Massage will not be liable for any undisclosed health conditions.

Initial

Refunds and Cancellations

- We're happy to cancel or reschedule your appointment without charge up to 24 hours preceding your appointment. Cancellations or reschedules made within 24 hours will be charged 50% of the scheduled service price; however, if canceled or rescheduled within 6 hours, you will be charged the full price or massage benefit surrendered. When you book an appointment, that time is set aside for you, and late canceled appointments prevent us from accommodating other clients. Please understand that therapists only get paid when they deliver a service.
- If an emergency arises, please let us know so that we can treat your specific situation with personal attention. We recognize that there are circumstances that are out of your control (sudden illness, family emergencies, etc.) and your therapist may make an exception to the above policies on those rare occasions.
- No cash or credit refunds will be given for unused massages or for the initiation fee.
- Absolutely no refunds will be given due to not liking a massage therapists' style as all massage therapists are uniquely trained in different modalities and professionally licensed in the State of Hawaii.
- The membership is based on a month-to-month contract and may be cancelled at any time by either the client or Serenity and Massage without any penalty.
- To ensure cancellation before the next monthly charge, please request cancellation by the last day of the month prior to when you'd like to stop automatic payments; we are unable to refund credits if a cancellation request was sent during the same month as the charge.
- Massage credits are nonrefundable, but upon cancellation, they remain available until they expire.

Thirty Minute Add On Special

- Members can add on a 30-minute massage for a discounted rate of \$10 off the regular price.

Shared Friends and Family

- You may add up to four (4) people of your choice onto your membership.
- Each add-on must remain on your membership for a year before being taken off.
- Upon cancellation, no credits can be transferred, and no changes can be made to the add-on members. Those already on the membership at the time of cancellation will have access to the credits until they expire.

Member Add-ons (Name and phone number)

1. _____ 2. _____
3. _____ 4. _____

I hereby authorize Serenity and Massage to charge my credit or debit card on file for the amount of one massage on the 1st of every month.

Client Name: _____ Date: _____ / _____ / _____

Client Signature: _____