

Client Intake Form

Name: _____ Date: _____

Address: _____

City: _____ State: _____ Zip: _____

Sex: Male Female Date of Birth ___/___/___ Home # (____) _____

Cell # (____) _____ Text Message Reminder? Yes No Carrier _____

Email Address _____ Email Reminder? Yes No Occupation _____

How did you hear about us? (circle one) Yelp! Google Drive By Previous Client of Ours
Friend Referral _____ Other: _____

Medical History

In case of emergency, please notify the following person(s) _____ # _____

Are you currently under the care of a physician or other practitioner? Yes No If yes, please explain your condition: _____

Are you currently taking any medication? Yes No If yes, please list: _____

Do we have permission to contact your physician if needed? Yes No

Name of Physician _____ Phone # _____

Posture Assumed Majority of the Day _____

Please Check All Appropriate Medical Conditions

___ Hypertension

___ Heart Disease

___ Arteriosclerosis

___ Varicose Veins

___ Rheumatoid Arthritis

___ Abscess or Open sores

___ Headaches

___ Inner Ear Problems

___ Menopause

___ Stroke

___ Auto Immune Disease

___ Skin Cancer

___ PMS/Painful Menstruation

___ Herpes I & II

___ Easy Bruising

___ Skin Rash

___ Phlebitis

___ Epilepsy

___ Skin Sensitivity

___ Cancer/Malignancy

___ Claustrophobic

___ Pacemaker

___ Hepatitis

___ Surgeries/Fractures

___ Mental Illness

___ Osteoarthritis

___ Osteoporosis

___ Allergies

___ Fibrosis

___ Herniated Disc

___ Diabetes

___ Pregnancy

___ Hemophilia

___ Fibromyalgia

Please explain any checked conditions with dates _____

What is your goal/concern for today's visit? _____

Please take a moment to read over our Spa Policies

Arrival Time

Treatments are carefully planned to accommodate each and every client. In the spirit of mutual respect, we kindly request that you arrive on time. We encourage you to arrive at least 15 minutes early prior to your appointment to fill out any necessary paperwork, relax and unwind. After 15 minutes, the spa has the right to refuse services. Late arrivals will be finished within the scheduled time while the fee will remain unchanged.

Cancellation Policy

At Body Balance Day Spa & Salon we reserve our time exclusively for you. Therefore we require a credit card, gift card or gift certificate number to reserve your appointment time. A 24-hour notice of cancellation is required to avoid a 50% charge of services reserved. A 48-hour notice of cancellation is required for an individual or group with scheduled services which total 3 or more hours. For groups or packages with 6 or more hours of services, a 50% deposit and a minimum of a 72-hour notice will be required. No-shows and cancellations made within 3 hours of the appointment time will result in 100% billing equal to the total amount of services reserved. If we are able to fill the vacated time, you will not be charged at all. Any appointment reminders are a courtesy of the spa and we ask that you do not rely on the reminder. Clients are responsible for their appointments.

Comfort

Although massage and body treatments require the removal of clothing, respect for your privacy is our primary concern. Careful draping procedures are observed at all times, and we encourage you to communicate any discomfort to your therapist.

Your Satisfaction is Our Pleasure

We would like our clients to feel comfortable in trying other staff members in our spa. We do not want you to feel compelled to stay with one staff member; it is considered good spa etiquette for you to try other staff members. We are a team of professionals and are pleased to have our clients work with all members of our staff.

Return Policy

No refunds on product purchases. Exchange or spa credit will be given on unopened products brought back within 30 days from the date of purchase. No refunds for gift cards, spa packages, or treatment series.

Gift Cards

Gift cards make an ideal gift for any occasion. They may be purchased for any dollar amount over \$10.00. They may be used for products or services of the recipient's choice. Cash refunds will not be given. However, gift cards may be conveniently reloaded for future purchases. If your gift card is lost or misplaced, we must have a gift card receipt given at the time of purchase to replace it. There will be no exceptions. When redeeming your gift card you MUST have the gift card present at the time of checkout, otherwise, another form of payment for your services will be required. There will be no exceptions. All of our gift cards expire 18 months from the date of purchase. All series expire after 450 days.

Gratuities

Tips for outstanding service are always appreciated but certainly not expected.

See Reverse Side for Additional Policies

Reward Points

To show appreciation for your dedication to our spa we offer a reward points system. Each time you book online, pay for a service, purchase an item from our boutique, or refer a friend to our spa (they have to write your name as the referral on their new client paperwork) you accumulate rewards points. These points do not expire and may be used at your time of checkout. The points you receive are based on a monetary system (example: 100 points equals \$1.00) When redeeming reward points at the time of checkout you may use up to 15% of the service you received. Reward points cannot be combined with any other discounts or for the purchase of gift cards.

Valuables

We regret that we cannot be held responsible for any loss or damage to personal items such as clothes, accessories, and jewelry. On spa days, please consider leaving your jewelry at home...one less thing to worry about.

Cellular Phones

For consideration of all spa guests please mute all cellular devices before entering the spa. Thank you for your consideration. Thank you in advance for speaking softly while within the spa, as a courtesy to those guests who are visiting the spa for its relaxing and tranquil atmosphere.

Children and Pets

To ensure the relaxation and quiet enjoyment of all spa guests, children under the age of 12 are not permitted in the spa. Thank you for your understanding. We love animals just as much as you do! However, we must ask that only service animals be allowed within the spa.

Appointment Reminders

Appointment cards are given for each scheduled appointment. Please put all scheduled appointments on your calendar. Appointment reminders are a courtesy from the spa, and we ask that you do not rely on them.

Pricing Disclaimer

While we make every effort to maintain the accuracy of prices for our services and merchandise, prices are subject to change without notice.

Signature _____ Date _____

Please sign and date that you have read and agree to adhere to the above policies.