

APPOINTMENTS

Molly's will keep the flow of the business at the up most respect to each client at ALL TIMES, we understand that things happen but, your time is as valuable as our staff. Please arrive 10-15 minutes before your scheduled appointment.

Late arrival will result in a partial appointment, or, if greater than 10 minutes late, may result in cancellation of appointment at Molly's discretion with full payment being charged.

NEW CLIENT

A new client is considered after two years from last appointment, noted via computer system (Notebook) & will require new/updated paper work. This allow them to use any new client promotional items or discounts.

Email /Text Message Reminder

One or both email or text reminders are required (also auto generated) for booking with Molly's unless it is independent therapist.

Messages are sent out from the following number 1(844) 340-7182, which is an auto generated when your appointment is booked via Molly's booking site (square) or through Molly's representative.

Your reminder text will be sent out immediately & one (1) day before your appointment to avoid disputation of business flow.

Failure to confirm appointment/service could result in a phone call from Molly's representative /employee to confirm your appointment.

Confirmation emails are also auto generated by Square Up & Wix software once appointment is canceled, booked or changed (date/time and/or service length) ect.

Appointment can NOT be booked for 30 minutes before closing. If booking online 30 minutes before closing a Molly's representative could/might contact you to change or move your appointment if interfering with personal obligation.

Credit / debit card are required for all appointments at all times: Spa party, Workshop or gathering. Unliking card will default to no appointment.

Online booking:

First come first serve base always.

Appointment will need staff approve within 72 hours of request. A staff member approve and/or decline respectfully for number of reasons. You will be notify you if further question or request can not be made via email. Once approved of appointment is made, cancellation policy is in affect.

All sales are final & anything booked online is nonrefundable.

Canceling due to medical conditions with doctor notification with in 10 business day of illness or diagnose must be submitted at this time. Subject to Molly's discretion case by case.

When canceling an appointment, you will have in-store credit/e-gift card subject to terms set by management (unless after expiration date).

Pre-registration questions (for now 2020) link will be sent out via approval of ALL appointment(s) and are required to fill out more than 24 hour before all appointment(s) to keep up the with standards we have set for tranquility you want and deserve. Governed by State of Wisconsin License standards are being meant.

Please check your email always after booking further insturation.

Youth massage:

Children under the age of 14 must be accompanied by a parent or guardian during all appointments. Parents must complete all paperwork on behalf of the youth prior to the appointment. Please see Minor Release Forms.

Children age 16 and older may book their own appointments with a guardian credit card information on file. Parent/guardian will be responsible for charges incurred for all appointments and/or cancellations and no-shows.

Special Appointments:

Because massage is a wonderful gift, Molly's does allow surprise appointments to be booked for others provided previously stated requirements are met

Example: health history, card on file and confirming appointment details.

When booking a spa party or a group party, a deposit will be required. *Deposits are non-refundable.* No shows will be charged the full service amount for missed appointments.

These appointments are still subject to Molly's cancellation policies.

Sexual Misconduct

- Sexual misconduct includes comments, gestures, or reference to sexual favors of any kind will not be tolerated. Police will be called & charges will be filed on the immediately.
- Parties involved will not welcome back & fine could be up to \$10,000 +
- Any contracts will be required to be reconciled with final invoice due immediately.
- This also included spreading rumors via: verbal slander, Facebook or text messaging of unorthodox practice about Molly's Massage or Pure Romance by Belinda Hitchcock. Charges will be filed on the immediately with local police department.

Molly's
Massage & More

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