

Gift Certificates - Terms & Conditions

APPOINTMENTS

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.

Please arrive 10-15 minutes before your scheduled appointment. New Health conduction should be started on booking form.

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.

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.

Subject to change without notice

Redemption Instructions:

Appointment will be Approve or Decline within 48 hour from request.

Balance can be checked at the bottom of every page on website or at this: <https://squareup.com/gift/1DT55KBTEWP9F/check-balance> Without approval NO appointment. Gift cards or Gift Certificates can not be split or separated, Can not be used for a gratuity. Balance under \$8.00 can be given **coupon code** or card needs to be reloaded. Services can not be substituted. Online-booking reservation might be limited differ from regular booking. Redemption code are auto generated at time of purchase & can not be retrieved.

Decline for many Reason(S):

But not limited to....

- 1.) Time slot claim to another client.
- 2.) Unlinking of Card or Pre-register question not answered.
- 3.) Follow up question where not answered in timely manner.
- 4.) Appointment request might need product(s) be ordered & allowed for shipping time to arrive or staffing.
- 5.) Personal / Business obligations.
- 6.) For Repairs

Paper Gift Certificates:

Please book wix website: <https://mollysmassage123.wixsite.com/mollys/book-online>

Can NOT be replaced.

Expires One year (365 days) for purchase via computer transaction. Strictly enforced.

Third party gift certificates have different expatriation date please note them before booking.

The Expatriation Code lower right hand corner will need to be placed in the comment section at check out for verification.

Plastic Gift Cards: <https://mollysmassage123.wixsite.com/mollys/giftcardredemption>

Square account required.

Re-loadable Per Account

Have no expatriation date **BUT** lost or stolen card can be replaced for a fee \$27.00. (subject to each)

E-Gift Certificates: <https://mollysmassage123.wixsite.com/mollys/giftcardredemption>

Square account required.

Have no expatriation date. Can not replace if lost or deleted.

Redemption code: **16 digit code** to place in check out through square booking app. (Differs from promo codes)

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 or taken as a no show and fee will apply.

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

Online booking:

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.**

All are 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). Please check this page for more details about your selected appointment.

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 / Group party/ Chair Massage Events or Events, a deposit will be required. ***Deposits are non-refundable.*** No shows will be charged the full service amount for missed appointments.

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

123 North Jackson Street
Janesville, WI 53548
608.530.5553

Mollysmassage123@gmail.com
Facebook: @mollysmassage123

www.mollysmassage123.wixsite.com/mollys