



Mind Body Spirit - A Holistic Community

*Relax. Rejuvenate. Revitalize.*

## FREQUENTLY ASKED QUESTIONS

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Q: I have never received a massage or spa treatment before, what should I expect?

A: We recognize and appreciate every client and especially enjoy helping our first-timers get the most out of their experience. If you have questions, our therapists will be happy to answer them.

Q: I am having a massage, how much clothing do I need to remove?

A: We understand some individuals may not feel comfortable removing everything. Please remove only what you feel comfortable with. (Oregon State Regulations requires you be draped at all times.) If you prefer, for wraps and such, we use additional draping techniques to ensure your modesty.

Q: What should I wear or bring?

A: Please arrive in comfortable clothing. If you are receiving a Sports treatment, we ask that you bring shorts and a tank top or sports bra for ease of movement techniques prior to the massage.

Q: What should I consider before I plan my appointment?

A: We recommend scheduling at least two weeks in advance to ensure you get the appointment time and treatment you desire.

Q: How should I prepare for my treatment day?

A: If this is your first appointment, we ask that you arrive 20-minutes prior to your scheduled time to complete a standard health intake form. Arriving late will deprive you of your treatment time. To avoid delaying our next client, your service will need to end on time, regardless of when you arrived.

Q: What if I need to cancel or reschedule my appointment?

A: We do ask for a 24-hour notice for cancellation of your appointment so we can make that time slot available to others. With less than a 24-hour cancellation, we will do our best to fill that appointment from our waiting list. If we are unable to fill the appointment, you will be charged \$25 or 50% of the service, whichever is greater. We understand that there are always exceptions to this rule.

Q: How much should I tip?

A: Your recommendation is our best tip! If you would like to leave a gratuity, 15-20% is customary.

Q: I would like to give someone special a gift certificate for a treatment, is it complicated?

A: With just a phone call, or in person, we can arrange to send you or the recipient a nice gift certificate.

Q: Can I bring my child in for a treatment?

A: We accommodate adults and children over 13 years of age. For the safety of the child, we ask the parent or guardian remain in the treatment room for the duration of the treatment.

Q: Do I need to worry about parking?

A: Our location offers client parking free of charge. Additional parking is available on the street in the surrounding blocks. Please allow time for parking.

Q: What is Endermologie?

A: Endermologie is an FDA-cleared, non-invasive vacuum-massage technique that helps reduce cellulite dimples. Studies at prestigious medical schools like UCLA and Vanderbilt, have shown that Endermologie tightens skin which effectively reduces cellulite. Endermologie supplements a diet and exercise program to reduce cellulite.