



Agape of Warwick Spa Mission, Policies & FAQs

HELLO and WELCOME to Agape Medical Spa!

We understand that this whole “spa thing” can be confusing... But our primary goal is to help you relax and to make your entire experience with us as pleasurable as possible with each and every visit from start to finish. That is why we took the time attempting to anticipate all of your inquiries and laying out all of our policies in a fully transparent way...

We know there's a lot to read, but we wanted to cover all the bases for you - And NO, you won't be quizzed at the end. 😊 Please take your time to read all of the info below. We hope that we've answered any questions you might have and that we've helped to optimize your Agape Spa experience... But if we missed anything or you have any further questions, please be sure to let us know!

IT'S GREAT TO MEET YOU! HERE'S A LITTLE BIT ABOUT US...

Agape Medical Spa and Weight Loss Center of Warwick is a revolutionary facility where we combine technology with tradition and cosmetic treatment with overall wellness, infusing Western modalities with Eastern healing principles. In this ever-changing industry, by offering the newest state-of-the-art procedures along with tried-and-true techniques as well as the most superior treatments and products available, we are able to address the unique needs of each individual client. We are proud to have an expert staff of trained professionals who provide exceptional knowledge, skill and care.

OUR MEANING:

AGAPE means LOVE... And that means a lot to us!

Our fabulous team of “Agape Dolls” endeavors to show love & appreciation for all of our valued visitors, and through our exceptional treatments & outstanding service, our hope is to create & inspire a deeper sense of self-love in each of our guests.

OUR MISSION:

Here at Agape we customize every treatment to suit the needs of each client, and we strive to provide the optimal combination of excellent results paired with peak relaxation to deliver a truly special and satisfying experience. We seek to make a difference in the lives we touch by offering the highest level of skin and body care in the most soothing environment possible, and our primary goal is to help our clients look and feel their absolute best while nurturing the well-being of the mind, body and spirit.

RESERVATIONS:

In order to ensure maximum availability, we recommend contacting us as far in advance as possible to attempt scheduling your desired appointments at your preferred days and/or times. **Please keep in mind that evening and Saturday appointments often book up weeks in advance as they are naturally the most popular and in-demand time-frames.** Also, since our Medical Staff is only available on a limited basis, appointments with our medical professionals typically require at least 1-2 weeks advance notice. However, we will always try our hardest to accommodate you to the best of our ability based upon our availability at the time of your inquiry.

To secure your desired appointment, **a credit card is required at the time of booking** to guarantee your reservation.

Active Agape Gift Card Codes may also be used in lieu of a credit card to hold your appointment. We retain this information as part of our Cancellation Policies, and with the exception of Pre-Paid Consultation Reservation Deposits, we will only make necessary charges to your account on the date of your scheduled service. *(All details regarding our Cancellation & Consultation Policies are provided below.)*

**Please notify our Front Desk Staff of any allergies or sensitivities to aromas, ingredients or essential oils when you schedule your appointment.*

We want to help you optimize your scheduling! If your desired appointment time is not available during your initial attempt to book, please ask to be put on our **Pending List so we can notify you immediately if any openings meeting your scheduling criteria become available.*

CANCELLATION POLICIES & FEES:

Time allocated for your spa treatments is reserved especially for you. We value your patronage and are very grateful to be a busy and thriving small business in our community. While we understand that adjustments are sometimes necessary, for the benefit of our staff and your fellow patrons, we kindly ask that you respect the spa's scheduling policies.

In order to assist you with remembering your scheduled appointment times, we utilize an automated system which sends text and/or email reminders beginning 7 days before your treatment date continuing through to the day of. (Our staff also calls and/or leaves voicemails when automated options are not used.) **We offer these appointment reminder options as a courtesy to you, and their efficiency and convenience leave little excuse for late cancellations and/or no-shows.**

Should you need to cancel or reschedule, please provide proper notification in order to avoid any potential fees. Also, please note that within 72 hours of your scheduled appointment, **the only valid method of cancellation is by phone call/voicemail.** Unfortunately, texts and emails often do not reach us in real-time nor do we have someone constantly monitoring those modes of communication.

Any cancellations with less than 24 hours of notice are subject to a cancellation fee, and 48 hours' notice is required to cancel or reschedule groups of 3 or more or for individuals who are booked for 3 or more treatments/areas.

- Cancellations with less than 24 hours' notification will result in a minimum charge of \$25. Repeat offenses and multi-treatment appointments will result in escalated fees up to 50% of the price of the treatment(s) scheduled.**
- "No-Shows" will be charged a minimum fee of \$50. Repeat offenses and multi-treatment appointments will result in escalated fees up to 100% of the price of the treatment(s) scheduled.**

We recognize that the time of our clients and staff is valuable and have implemented these policies for this reason.

When you miss an appointment with us, we not only lose your business, but also the potential business of other clients who could have scheduled an appointment for the same time. Just like you, we'd much prefer to have another guest take your place rather than charge for a cancellation. Additionally, many times our staff will be functioning in an "on call" status and can have travelled to the spa specifically for your service. For these reasons we are obligated to compensate our staff for their time as well as make up for the lost revenue. ***We truly appreciate your understanding regarding this sensitive matter.***

When you schedule your appointment with us, whether over the phone or in-person, you are agreeing to these policies.

All services require a Credit Card or an active Agape Gift Card Code to guarantee a reservation, so please have the appropriate information ready when booking. With the exception of Pre-Paid Consultation Reservation Deposits*, **you will not be charged or billed unless there is a late cancellation or no-show.** In the case that we are not able to charge the appropriate fees using your reservation method, we reserve the right to apply accrued Rewards Points toward the owed balance or alternately a bill will be sent to you. **All details regarding our Consultation Policy are provided below.*

CONSULTATIONS & ASSOCIATED FEES:

- **Medical Consultations:** There is a \$100 Non-Refundable Reservation Deposit required for all consultations with members of our Medical Staff. Payment of this deposit is accepted via cash, credit card or active Agape Gift Card and must be made at or before the time of booking your consultation appointment. This deposit can be applied as a credit toward any treatment performed by our medical staff and is valid for 1 year after which it EXPIRES. The limited availability and specialized qualifications of our medical professionals make their time particularly valuable, so **in the case of consultation cancellations with less than 24 hours' notice and/or no-shows, the \$100 Deposit will be absorbed by Agape to compensate for our lost time.**
- **MicroBlading Consultations:** There is a \$50 Non-Refundable Reservation Deposit required for all consultations with our Microblading Artist. Payment of this deposit is accepted via cash or credit card and must be made at or before the time of booking. Should you choose to receive a microblading treatment, this fee will be applied as a credit toward the cost of the treatment and is valid for 1 year after which it EXPIRES. Our licensed Microblading Expert works limited hours by appointment only, so in the case of cancellations with less than 48 hours' notice and/or no-shows, the \$50 Deposit will be absorbed by Agape to compensate for our lost time.

ARRIVING FOR YOUR SPA EXPERIENCE**:

We ask that you please arrive 10-15 minutes prior to your appointment time so you can decompress and make full use of our spa facilities as well as fill out any paperwork that hasn't been completed already. We will do our best to accommodate late arrivals; However, the length of service may be adjusted so as to not interrupt the scheduled appointments of subsequent guests. The full price of scheduled services will apply, so please plan accordingly. Of course, we invite all of our guests to enjoy our relaxing environment here at Agape Spa. Come early, stay late, bring a book, relax and cozy up with a complimentary beverage and/or snack available in our relaxation area. Couples, groups and spa parties are more than welcome to bring your own special refreshments and treats.

****UNTIL FURTHER NOTICE, PLEASE REFER TO SPECIFIC COVID PROTOCOLS FOR UPDATED ARRIVALS INSTRUCTIONS.**

QUIET PLEASE:

Here at Agape we are proud to be acknowledged as a haven of relaxation. As a courtesy to our clients who are seeking peace and quiet and receiving services of serenity, we kindly ask that you turn your cell phones and pagers to vibrate

upon arrival and that you remember to speak in your very soft “spa voice” once you enter our tranquil facility. **Within the confines of Agape, please refrain from speaking on your cell phone or from watching videos.**

PRICES AND SERVICES:

Prices and services vary by location. **We reserve the right to modify, discontinue and/or change services and prices at any time, potentially without notice.** While we will do our best to keep our clients up to date on any changes that may occur, we encourage all clients to inquire about pricing and available services when booking your appointment.

FORMS OF PAYMENT:

We accept Cash, Visa, MasterCard, American Express, Discover, Agape Gift Cards* & Spa Wellness Gift Cards. Financing is also available through Care Credit. (Care Credit Program: Transactions less than \$1,000 are only eligible for 6 Months of 0% Interest.

Transactions over \$1,000 are eligible for up to 12 Months at 0% Interest.) Unfortunately, personal and traveler’s checks are NOT accepted. (*When using Gift Cards as payment, a physical copy MUST be presented at checkout. Also, Gift Cards purchased here in Warwick can only be used at this location.)

BEST GIFTS EVER:

Agape Gift Cards are available in any dollar amount. They may be purchased in-house or on our website, they can be redeemed for any product or service we offer and they do not expire*. Unfortunately, we are unable to process any returns or reimburse any payment transactions on gift cards even if lost, misplaced or stolen. Gift Cards cannot be redeemed as cash or used for gratuity, and existing gift cards may not be used to purchase new ones. ***Promotional “Free Gift Cards” have an expiration date as well as some usage restrictions. Expiration dates on donated & promotional GCs will be enforced.**

SERIES OF TREATMENTS:

A Series/Package of any treatment is typically a wonderful way to obtain optimal and more long-lasting results. Please be aware that we are unable to process any returns for Spa Packages/Series. We will, however, exchange them for spa credit of equal value. Also, please keep in mind that all Spa Packages/Series will EXPIRE either 1 or 2 Years from your date of purchase OR from your first treatment date. **(It is your responsibility to verify all details at time of package purchase.)**

GRATUITY:

Your spa treatment fees do not include gratuities. Our staff works hard to help you achieve a “higher state of happy,” and while tipping is optional and at your discretion, it is kindly welcomed and accepted. Customary amounts for Aesthetic Treatments are 15-20% of the full service price and for Laser Treatments is \$10-\$20 per session, but, of course, any amount is much appreciated. You may tip your technician in the room or upon checkout at the front desk where small envelopes are provided. At this time, gratuities can be issued with **Cash, Check or Venmo ONLY**. (For parties of 3 or more, a 20% gratuity will be added to the final bill and may be added to credit card payment if absolutely necessary.)

PERSONAL BELONGINGS:

If possible, please leave all jewelry and valuable items at home as you will not need them for your spa visit. If you do bring them along, be mindful of not leaving them behind in treatment rooms or robe pockets. **Agape Medical Spa is not responsible for any lost or misplaced items.**

CHILDREN:

We ask you to kindly keep in mind that **Agape Medical Spa is not an ideal environment for young children** as our facility is designed for the treatment and relaxation of our more mature clients. **Under no circumstances will a child under the**

age of 14 be allowed in any of our laser rooms, and unfortunately, we do not have any child care options available, so all children under the age of 10 must be left at home. While we as individuals adore children, Agape is simply not an appropriate place for them. We trust that our guests understand our position as a business and will honor this policy for the safety of their children and the courtesy and comfort of all our guests.

CONFIRMATIONS:

As a courtesy to all of our guests, we offer an automated system which sends out multiple confirmation reminders via text and/or email beginning 7 days prior to your appointment and leading up to your actual appointment time. To ensure proper message delivery, please provide us with your current cell number and/or email address, and when prompted, simply choose to opt-in for reminders. While we are happy to offer these convenient appointment reminder options, please keep in mind that they are a courtesy. **Ultimately it remains your responsibility to remember your appointment dates and times, to avoid late arrivals and missed appointments and to honor our cancellation policy.**

RETURN POLICY:

Here at Agape, we know that the best way to maintain an optimal level of skin beauty and health is with regular use of at-home skincare products. We take pride in offering some of the world's highest-quality skin and body care products both during our services as well as in our retail area. In the event that you purchase any of our spa products for home-use and find them to be defective, we will exchange any products within 14 days of purchase. **Unfortunately, we cannot provide cash or credit card refunds for returned products.** Instead, a Spa Credit will be issued to your client account which may be used toward any other products or spa services that we offer.

FOR YOUR SAFETY/PREGNANCY:

Guests with medical conditions and/or any serious allergies should disclose such information when booking their appointment as well as in their intake paperwork. In some instances, it may also be advisable that their doctor be consulted prior to receiving certain treatments. When receiving any kind of facial treatment, it is best to let your technician know if you are wearing contact lenses. **If you are actively pregnant or breastfeeding, it is important to make your technician aware, as many of the treatments we offer have not been proven safe for women under these conditions.** While massage can be wonderful for women during pregnancy, for optimal safety of mom and baby, our prenatal massage services are only provided if you are beyond your first trimester (12 weeks). The safety of all our guests is of our utmost concern, and Agape reserves the right to discontinue a service for any reason to ensure the safety of all parties.

SPA PROMOTIONS:

Agape of Warwick is happy to offer a variety of specials, coupons and promotions throughout the year. Information about current promotions, including any details and restrictions, can be found within the spa as well as on our website and social media. Please be aware that spa promotions cannot be combined. However, in the interest of providing the best "bang for your buck," we are always willing to help you determine which promo will offer the optimal value. If you plan on taking advantage of any current offers, please share that information when booking your appointment.

DISCOUNTS & DONATIONS:

As a small business in our country's smallest state, we rely on local support to keep us thriving, and it is our express pleasure and honor to give back to our beloved community as much as possible. **We are proud to extend standing discounts of 10% on both Services and Products to active Students and Military personnel*.** In addition, we are delighted to donate to many local events and charities. While we unfortunately cannot honor every donation request

we receive, we are always happy to consider any inquiry, especially for causes supported by our loyal clients. (*Proof of valid Student/Military ID is required in order to obtain discounts. Cannot be combined with any other discounts.)

REWARDS PROGRAM:

Agape of Warwick is proud to offer an In-House Rewards Program where clients automatically earn Reward Points which translate into dollars and can be applied toward service or product purchases*. While Agape Rewards is a complimentary service offered to all of our guests, please keep in mind that the ability to earn Rewards Points is a privilege which can be taken away at any time at our discretion. Also, the details of the program are subject to change at any time, potentially without notice. (*For full details on Agape of Warwick's Rewards Program, please request an Rewards Info Sheet, or you may view it anytime on our website.)

GROUP BOOKINGS:

Since our time, technicians and space are limited, coordinating "synchronized" treatments for more than two people can be tricky. However, **with enough time and notice, we are, of course, more than happy to accommodate any group requests to the absolute best of our ability.** For parties of three or more, please contact our Group Coordinator, Dina, for group booking policies and availability. A completed contract and deposit are required to secure your appointments and arranged pricing. A 20% gratuity will automatically be added to all spa parties.

MINIMUM AGE REQUIREMENTS:

All spa guests under the age of 18 must have all intake and consent forms signed by a parent or guardian. Guests ages 14 and under are welcome to enjoy facials, waxing (not including bikini area) and massages and should have a parent or guardian on premises during the entire time of their service.

MAKING THE MOST OF YOUR SPA EXPERIENCE:

Your overall comfort and satisfaction remain our primary concern, and we encourage you to communicate your preferences. All aspects of treatment can usually be modified to your taste, including amount of light, volume of music, table temperature and whether you choose to have a conversation or enjoy your treatment in silence. If you are unsure of what to wear before, after or during your treatment, please don't hesitate to ask. If you have any modesty concerns, please be aware that it is never required that you are unclothed in front of anyone at our spa. Cozy towels, robes, wraps and bed coverings are provided to keep you warm and covered, and our therapists are well trained in the "art of draping." Feel free to ask any and all questions you may have as your therapist will greatly appreciate knowing your thoughts and clarifying any issues.

I certify that I have thoroughly read all of the enclosed policies and information regarding Agape Medical Spa of Warwick. I understand that these policies are set in place for the benefit and protection of Agape Medical Spa as well as for all of its valued guests, including myself. I acknowledge the importance of each policy and agree to adhere to all of them as written.

Signature & Date: _____

*At your request, we are happy to provide you with your own copy of our policies to take with you. Please keep in mind that this information can be viewed at any time on our website or sent to you via email.