



## WELLNESS PLAN BENEFITS

All Wellness Plan benefits are for active members in good standing

### **Monthly Custom Pressure Massage Session**

Each monthly wellness plan charge entitles you to a 1-hour custom pressure therapeutic massage session consisting of 50-minute hands-on massage and time allotted for consultation and dressing. Therapeutic massage sessions roll over and can be used at their face value (\$40) for any service you wish

### **Sharing is Caring**

Wellness plan therapeutic massage services can be shared with one designated individual. This individual can be changed every 6 months. The shared member on your wellness plan is required to sign a membership agreement. A shared member is limited to one massage per month.

### **Services**

All Wellness Plans include a 50-minute Custom Pressure therapeutic massage each month. Wellness Plan members may purchase an unlimited number of additional services for their personal use at the discounted membership rate. (Please refer to the services menu for more details on pricing)

### **Family Discounts**

Wellness plan members are entitled to a \$10 discount towards the monthly Wellness Plan price for family members residing in the same household. Proof of shared residency will be required upon enrollment to ensure primary member and family add on member reside at the same address.

### **Free Massage Credits**

A \$10 therapeutic massage credit (no cash value, can only be used towards therapeutic massage services) will be credited to your Wellness Plan account for every referral that signs up and remains an Organic Origins Spa Wellness Plan member for at least 3 months. The \$10 therapeutic massage credit will appear on your account after 3 months of Wellness Plan payments have been made by referral. Because wellness plan payments are charged 30 days after Wellness Plan sign up, this could take up to 4 months to appear on your account.

### **Retail Discounts**

Wellness plan members are entitled to a 10% discount on all Organic Origins retail products including items on sale.

### **Corporate Membership Discounts**

Corporate membership discounts are available to participating companies. A list of participating companies is available. If your company is not participating ask us how you can help get your company signed up for Corporate Membership Discounts.

### **Use Wellness Plan service time how you like**

Accrued 50 minute Custom Pressure massages can be split into half-hour intervals for use towards Custom Pressure therapeutic massage services. Additional charges will apply when using split sessions towards Specialty Wellness Massage services.

## WELLNESS PLAN TERMS AND CONDITIONS

### **Wellness Plan Monthly Charges**

Organic Origins Spa wellness plan monthly charges are non-refundable.

### **Wellness Plan Monthly Electronic Funds Transfer and Contact Information Policy**

Wellness Plan Members are required to notify Organic Origins Spa regarding any change in credit card information or contact information on file.

### **Wellness Plan On-Hold Policy**

Organic Origins Wellness Plan can be placed on hold 2 times in a 12 month period for a maximum of 4 months with at least 5 days notice of the next electronic funds transfer. Accrued services may be redeemed during the on hold period. After on hold period,

wellness plan will be reactivated unless cancelled by wellness plan member. All membership benefits will not apply during the time your wellness plan is on hold.

### **Wellness Plan Suspend Policy**

Organic Origins Wellness Plan will be considered suspended when an electronic funds transfer is rejected and updated payment information is not provided within 14 days of non-payment. Any accrued services on a suspended account may not be used until payment is made to bring the wellness plan current. You will be contacted every month to rectify the payment issue. After 6 months of non-contact, accrued massages will be considered abandoned and forfeited.

### **Roll Over Policy**

Your wellness plan therapeutic massage services can roll over each month and will accrue over time, as long as your account is not on hold and in good standing. **Should you** elect to cancel your membership, you will have one-year from the date of cancellation to use up any accrued sessions, after which accrued sessions will be forfeited.

### **Appointment Cancellation Policy**

Life happens. We understand that plans can change and you may need to reschedule or cancel an appointment. To avoid any charges, a full 24-hour notice must be given by calling Organic Origins Spa or by visiting our website/app to cancel your appointment. A 50% charge of the service price will be applied for any same day cancellations. A 100% charge of the service price will be applied for no call/no shows. Keep in mind your therapist does reserve this time specifically for you.

### **Wellness Plan Cancellation Policy- cancel your Wellness Plan for any reason without any penalty ever!**

Organic Origins Wellness Membership can be cancelled for any reason, without any penalty whatsoever with at least 2-business days notice of next electronic funds transfer. (EFT). **If you need to cancel for any reason, just give us a call and we will be happy to accommodate your request.** Any accrued services after cancellation may be used for up to one year after membership cancellation date. After one year, accrued wellness plan services will be forfeited. All membership benefits will not apply during the time your membership is cancelled.

## **ORGANIC ORIGINS SPA TERMS AND CONDITIONS**

### **Spa Rules and Regulations**

Organic Origins is committed to providing a safe and relaxing environment for our valued guests. All guests are expected to abide by Organic Origins Spa Rules and Regulations. Organic Origins Spa reserves the right to change Spa rules and regulations at any time with reasonable notice.

### **Spa Services and Pricing**

Organic Origins Spa reserves the right to change services and pricing at any time with reasonable notice.

### **Right to Refuse Service**

Organic Origins Spa has the right to refuse or discontinue service for any reason.

### **Lost or Stolen Articles**

Organic Origins Spa is not responsible for lost, stolen or damaged articles.

### **Parental Consent Form- Age Requirements**

For children 18 years or younger, an Organic Origins Spa Parental Consent Form must be signed by parent or guardian prior to treatment. A parent or guardian **MUST** remain in the treatment room for the ENTIRE duration of the session. The minimum age requirement to receive services at Organic Origins is 12 years old.

### **Unattended Children under the age of 15**

Unattended children under the age of 15 will be strictly prohibited from entering the spa unless accompanying parent during service.

### **Aromatherapy Release**

If you choose an Aromatherapy add on for your services, Organic Origins requires an aromatherapy release.

### **Hot and Cold Stone Release**

If you choose to receive hot or cold stone therapy, an additional release is required.

### **Pre-Natal Release**

Should you become pregnant, Organic Origins Spa requires a pre-natal release.

Please mention your stage of pregnancy when booking services. We only offer services for second and third trimester.