

ORGANIC ORIGINS SPA

Wellness Plan Agreement - Primary Member

Roll Over Policy

Your Wellness Plan benefits 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 with 3 hours or more notice. A 100% charge of the service price will be applied for same day cancellations with less than 3 hours' notice or 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 Plan can be canceled for any reason, without any penalty whatsoever. If you chose to cancel, to ensure your cancellation occurs before your next wellness plan payment is due to charge, we require a minimum of 2 business days' notice before your next payment date. We cannot guarantee that your wellness plan payment will not go through if we are not given the minimum 2- business days' notice before your next payment date. To cancel your Wellness Plan, you can visit the Wellness Plan link on our website where you will find the Wellness Plan Cancellation form. You can also cancel by calling us or at your next visit. Any accrued services after cancellation may be used for up to one year after Wellness Plan cancellation date. After one year, accrued Wellness Plan services will be forfeited. All Wellness Plan discounts will not apply during the time your membership is canceled.

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 2 business days' notice of the next electronic funds transfer. Accrued services may be redeemed during the on-hold period. After the on-hold period, you Wellness Plan will be reactivated unless canceled by Wellness Plan member. While on hold, you may use your Wellness Plan benefits as you wish. Wellness Plans that are on hold are not eligible for Wellness Plan discounts and any service not covered by Wellness Plan benefits will be at the full price until such time as the Wellness Plan is active.

Wellness Plan Suspend Policy

Organic Origins Wellness Plan will be considered suspended when an electronic funds transfer (EFT) is rejected, and updated payment information is not provided within 1 month 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 via phone and email to rectify the payment issue. After 1 month of non-contact, your membership will be canceled. Your accrued massages will be considered abandoned and forfeited 1 year from the date your wellness plan has been canceled.

Wellness Plan Benefits

All Wellness Plan benefits are for active members in good standing

Services

All Wellness Plans include one member benefit for every payment made. This benefit is redeemable for one 50-minute 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. Ask our team about our Family Wellness Plan!

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.

Organic Origins Spa Terms and Conditions- Primary Member

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.

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.