

POLICIES & TERMS

The logo for 'waha' is displayed in a white, lowercase, serif font against a solid black square background.

Cancellation and No-Show Policy

Your business is valued and your cooperation is appreciated. We are making a commitment to you to guarantee your appointment time and refusing all other requests once you have made the appointment.

When you book an appointment, that time is set aside for you and missed appointments prevent us from accommodating other clients. Please understand that the therapists only get paid when they deliver a service.

A 24-hour notice is required for all types of treatment cancellations (regular, gift card, membership and package treatments). Please call: +18574100305. If we are unable to answer, leave your information on our voicemail. Cancellations made via email are not accepted.

Cancellations made within 24 hours of the appointment or no-shows are subject to a \$90 fee.

For gift cards, the \$90 fee will be deducted from the balance.

Appointments made within 24 hours of the session time cannot be canceled without incurring a charge.

For packages, a payment link will be sent to cover the applicable fee. Once paid, the session will be restored.

Missed appointment fees are not eligible for direct billing or insurance compensation.

Rescheduling

You can reschedule your appointment up to two times, so long as we are given more than 24 hours notice of any changes or alterations.

The same time frames and fees apply to rescheduling as they do to cancellations.

Late Arrivals

Depending on our schedule, late appointments may not receive the full session time allotted for the treatment service booked.

If a client does not arrive within 20 minutes of the scheduled start time and there has been no prior communication, the session will be automatically canceled, and the applicable cancellation fee will be charged in accordance with Waha's cancellation policy.

Payment Authorization Policy

Waha uses a third-party payment processing service to securely handle all credit card transactions.

Your credit card information is collected and stored by this provider with your permission during checkout, for the purpose of processing the service charge after your session or, when applicable, applying a cancellation fee in accordance with Waha's cancellation policy.

Please note that Waha itself does not store or have direct access to your credit card details.

Mobile Massage

The client is responsible for covering any parking fees incurred during the service.

The cost of our services, when provided at your home, hotel, yacht, etc., is determined by the duration of the massage, your specific location, and the timing of the appointment.

The displayed prices pertain to a zone within Arlington. Services outside this zone may incur additional charges.

The same cancellation and rescheduling policy as studio appointments applies to mobile massage sessions.

Packages

- Once sold, packages cannot be returned, and all sales are final.
- Clients who purchase packages of five or more sessions may choose to share their package with another person.
- All package sessions must be used within the designated time frame.

Payment

We accept cash and all major credit cards. However, we do not accept personal checks.

Rates

All rates are subject to change.

Refund

Since Waha Massage Studio is a service-based business, we cannot offer refunds for massage services or gift cards.

Gift Cards

Gift cards can not be redeemed for cash.

Waha Massage Studio is not responsible for lost or stolen gift cards.

Gratuities

At your discretion, gratuities are gratefully accepted.

OTHER MASSAGE POLICIES

Health Considerations

Please inform us at time of scheduling of any health conditions, allergies, special needs or concerns you have. Your safety is important to us and some services may not be appropriate for certain conditions.

Communicate Your Preferences

Be sure to speak up. All aspects of your massage session can be modified to your preference: pressure (too light or too deep), lighting in the room, style of music, temperature, and whether or not you choose to have a conversation or enjoy the treatment in silence.

Ethics Policy

Therapeutic massage is strictly non-sexual. If the client presses interest in sexual massage, the therapist will terminate the massage immediately and full payment will be required for the booking.

Right of Refusal

Therapist(s) reserve the right to refuse service to anyone at any time without explanation.

Informed Consent

At your first visit with us you will receive a copy of the massage therapy policies and will be asked to sign the consent stating that you have read the information, understand it, and agree to comply with the professional massage therapy policies and procedures. Clients who we have not seen for at least a year will also be asked to fill out this form.

Scope of Practice

- Massage Therapy is a profession in which the practitioner applies manual techniques, and may apply adjunctive therapies, with the intention of positively affecting the health and well-being of the client.
- Massage Therapists do not diagnose or prescribe for medical conditions nor are they allowed to provide treatment for a specific condition without a doctor's supervision. The massage therapist is required to refer you for diagnosis and to follow recommendations of your physician.

Respect For Client Needs and Boundaries

- The massage therapists are happy to adjust pressure, temperature, music volume, work longer on an area or move on if you request it.
- The client may choose to: leave on as much clothing as needed for comfort, refuse any massage methods, stop massage at any time and is free to leave.
- The client will always be modestly draped. Only the area being massaged will be undraped. The clients will be kept informed of the area to be massaged.
- Occasionally, an emotional response to massage occurs. If this happens, it is ok to express the feelings in our safe, nonjudgmental environment - or you may request privacy and end the session. You are in control.

Confidentiality and Conversation

- The discussion between the massage therapist and the client is confidential. The client may or may not choose to talk during the massage.

Existing and New Medical Conditions

- It is the responsibility of the client to keep the massage therapist informed of any medical treatment currently being taken, and to provide written permission from the physician, chiropractor, physical therapist, etc., that the massage may be continued.
- The client must also keep the massage therapist informed of any changes in health conditions.
- For clients undergoing chemo and radiation therapies – If you are currently in treatment, or if your last treatment session was less than 12 months ago, we require a doctor's note that states the doctor is aware of and agrees to the desired treatment.

SMS Communication Policy

By subscribing or booking an appointment with Waha, clients agree to receive SMS notifications. These may include reminders about appointments, business updates, special offers, or seasonal promotions. Messages are sent occasionally and are kept to a minimal, respectful frequency to ensure they remain timely and relevant. Clients may opt out of SMS communications at any time by replying with "STOP." For assistance, replying with "HELP" will provide support. Waha respects your privacy and ensures that all communication practices adhere to applicable data protection regulations.

Text (SMS) Marketing & Notifications

We value your privacy and the information you consent to share in relation to our SMS marketing service. We use this information to send you text notifications (for your order, including abandoned checkout reminders), text marketing offers, and transactional texts, including requests for reviews from us. Opt-in data and consent for text messaging will not be shared with any third parties except for messaging partners, for the purpose of enabling and operating our text messaging program.

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