



# Guest Policies

Updated January 2017

***WELCOME** to The Floating Lotus Yoga Studio and Day Spa. Thank you for choosing us as your self-care experts. We hope you enjoy the variety of nourishing services we offer for your wellbeing.*

# Guest Etiquette

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We know you expect a calm, inviting environment in our day spa and yoga studio, which our caring staff works hard to provide. Please take a moment to read through our guest etiquette guidelines and become familiar with how we ensure the tranquil atmosphere you look forward to.

## Noise

Our spa environment is a quiet oasis. Please respect all guests' right to privacy and tranquility. While you are in a treatment room or lobby area, please maintain conversations at a considerate volume.

## Cell Phones

With tranquility as our main concern, and in consideration of other guests, we ask that cell phones and electronic devices be silenced for the duration of your visit.

## Age Requirements

Guests younger than 18 must be accompanied by a parent. Services approved for guests younger than 18 will be determined by the spa or yoga professional.

## Children

We do not offer day care at The Floating Lotus. In order to maintain a nourishing environment for relaxation and rejuvenation, please do not bring children to your appointments.

## Refunds and Returns

### Services

The Floating Lotus does not offer refunds on services, gift certificates and/or prepaid services rendered in our day spa or yoga studio.

### Products

All skin and body products are eligible for return within 14 days of purchase if the product is unopened, unused and unharmed, and returned in its original packaging. There will be a restocking fee of 10% of the retail purchase price.

All yoga products can be returned within 14 days of purchase. There will be a restocking fee of 10% of the retail purchase price.

After 14 days, you are eligible for a store credit for the purchase amount, minus restocking fee of 10% of product's retail purchase price.

### Gift Certificates

Gift certificates cannot be returned or refunded. All such sales are final.

### Pregnant Guests

We have specially-designed treatments for expectant mothers who are beyond their first trimester. A spa concierge is available to guide you in selecting appropriate treatments during this special time.

All pregnant Goddesses will need to be in their second trimester to receive massage services. The Floating Lotus requires a doctor's permission if you have passed your 40th week of pregnancy.

We also offer a prenatal yoga class for this special time in your life. Pregnant Goddesses who already practice yoga can attend this yoga class from the beginning of their pregnancy.

### Payment

We accept all major credit cards, checks and cash. Please mention at time of booking that you are using a gift certificate, discount or other certificate or voucher.

### Gratuity

Our listed rates do not include gratuity. A cash gratuity of 18-20% of each service price is appropriate and appreciated.

### Prices and Services

We are constantly expanding our services to bring you the latest and greatest amenities. Although we make every effort to keep our online and in-store menus updated, please note that prices and services are subject to change at any time.

### Refusal of Service

We love having you as a client, but we do reserve the right to refuse service at any time, to anyone, for any reason.

# Spa Policies

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Please take a moment to review our spa policies. Our courteous staff is available to answer any questions you may have. Please feel free to contact us.

## Valuables

Please remove any jewelry and secure other valuables before your spa visit. The Floating Lotus cannot be held responsible for misplaced or lost items. If you forget, leave valuables on your spa room table or in your purse.

## Arrival

We recommend that you arrive at least 15 minutes prior to your scheduled appointment. This will allow ample time to fill out a client profile to tailor our treatments to your personal needs. You will also be able to take a minute to let the outside stresses slip away so you can receive the most from your spa services.

## Late Arrival

All spa appointments have been designed to allow enough time for full enjoyment of each service. Your late arrival may limit our ability to offer the fullest possible experience. Please be aware that late arrivals will not be afforded extension of scheduled treatments, so as not to delay our next guest. Treatments will be rendered only for the remainder of the scheduled appointment time, and you will be responsible for full payment of service.

## Day Spa Hours

Monday-Friday: 10 a.m. - 6 p.m.

Saturday: 9 a.m. - 4 p.m.

Sunday: Closed

Walk-ins are welcomed during business hours for services, scheduling appointments and purchase of retail products and gift certificates. After-hours appointments may be booked upon therapists' availability. Please note, our hours may change with the seasons or holidays.

## Spa Reservations

We recommend booking spa appointments in advance to ensure the desired dates and times are available. The best way to do this is by calling the spa at 501-664-0172 or booking online. We also offer special membership options for yoga and spa clients. We will need a credit card at time of booking.

A credit card is required for all services at time of booking.

## Spa Cancellation Policy

Scheduled appointment times are reserved especially for you, so we ask that you notify us at least 24 hours in advance to change or cancel any service at no charge. If your appointment is not cancelled within this notification period, your appointment is considered confirmed. Any changes or cancellations made after the 24-hour window are subject to a charge for each service. The first time a late cancellation occurs, the charge is 50% of service. The second time, the charge is 100% of service. We will not book your appointment after the third time. This policy also applies to gift certificate holders and prepaid services.

## Massage and Body Treatments

You may consult with the therapist directly about style and depth of pressure prior to your service. Likewise, your aesthetician will be in communication with you about your skin care preferences, needs and desired results.

## Health Conditions

Please advise us at time of booking of any health conditions, allergies, injuries or special needs which may affect your services.

## Cleanliness

The Floating Lotus is committed to cleanliness, safety and hygiene. Our equipment is sterilized and sanitized after every service and treatment.

## Refunds on Products or Services

### *NO REFUNDS ON SERVICES RENDERED IN SPA AND/OR YOGA*

All skin and body products will be eligible for return if the product is unopened and within a 14-day period. All yoga products can be returned within 14 days. There will be a restocking fee of 10% of the product purchased.

Unused products in their original packaging and undamaged can be returned within 14 days of purchase date for a refund, minus a re-stocking fee of 10% of product's retail price.

After 14 days, you are eligible for a store credit, minus re-stocking fee of 10% of products retail price.

# Yoga Policies

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## Appropriate Class Level, and Those New to Yoga

The Floating Lotus offers a variety of classes for all levels. We suggest that all beginners start with beginner/basic classes and then move on to advanced classes once you are familiar with the poses. You are encouraged to ask the teachers which classes they suggest for you.

## Special Conditions and Injuries

Anyone with a serious medical condition or injury should consult a doctor prior to beginning a yoga practice. Students are encouraged to learn to listen to their bodies and take appropriate modifications to poses. Your teacher will gladly help guide and assist you. The practice should not hurt.

## Yoga Studio Hours

Class schedules are posted on the website.

## Yoga Class Reservations

Students and clients at The Floating Lotus can create an account through Mindbody online. This allows students to pre-register for classes and workshops, and to purchase classes or services online. We also offer special membership options for yoga and spa clients.

Classes fill at 20 students maximum. Signing in online prior to class will reserve your mat space. If you find that your favorite classes are filling up before you arrive, please take advantage of the online reservation system. If you need to cancel your class reservation you can do so online or by calling the studio at 501-664-0172.

## Class Cancellations and Substitute Teachers

The Floating Lotus reserves the right to cancel a class on the rare occasion that it is necessary due to weather, staff emergencies or a yoga workshop. Notifications will be posted as soon as possible on our online reservation system and social media.

The Floating Lotus reserves the right to arrange for a qualified substitute teacher as needed.

## When to Arrive

Students are encouraged to arrive 10-15 minutes prior to the start of class to allow plenty of time to check-in, get comfortable in the yoga room and meet the teacher. If you do arrive late, please be courteous and enter the yoga room quietly.

## Lobby Orientation

Please remove shoes in the lobby area before entering the yoga room. Upon your arrival, The Floating Lotus staff will assist you with class sign-in, class purchase or whatever you may need. Please keep voices low, as our lobby also connects to our spa treatment rooms.

Take all belongings with you into the yoga room, where cubby spaces are available. All yoga props are provided; the teacher will let you know what is needed. After class, return props to designated area. If you are using one of the studio's yoga mats, please spray it and wipe it down.

## Attire

Please wear what is most comfortable for you. Women usually find that leggings and a fitted top work best. Men generally wear shorts or sweatpants with a not-too-loose-fitting top. All classes are carried out in bare feet. Please refrain from chewing gum or wearing perfume to class.

## What to Bring

Most students enjoy using their own yoga mat once they have decided to start a regular yoga practice. We do provide mats for students who do not have one or forgot to bring one. You will definitely want to bring a towel for the hot classes and you may want one for the other classes if you sweat easily. We do have towels available at the studio, on loan for \$1. Students often bring their own water bottles to class, but we do have bottled water for sale for \$1.

Water is highly recommended for the hot classes.

## Memberships and Class Packages

All memberships and class packages have an expiration date and are not refundable, extendable or transferrable from one student to another.

Memberships and class packages may only be used for regularly scheduled yoga classes, excluding special workshops and series.

Gift certificates can be purchased for specific packages or dollar amounts.