



SERVICE AND RESERVATION POLICY

We aim to give you a thorough massage at great price in a calm, clean setting. Our goal is that you find value in our friendly service, return for more and refer us to the people around you.

There is a language gap between our therapists and many of our customers. For this reason, we have printed our policies for you to review.

- Our hours of operation are daily, from 8: 00 A. M. to 8: 00 P. M.
- Most of our customers show up and lie down in a bathing suit, bikini, shorts or underwear. There is no expectation of privacy throughout your massage. We have a changing room if you want to change out of your clothing and can ask for a towel if you want to be nude and enjoy your massage under a towel. Communicate with your therapist and let them know if there is something you want them to focus on.
- **Sexual innuendoes of any kind are unacceptable and will terminate your massage immediately.**
- Our linens are fresh and clean at the beginning of every massage. Please insure that they are to your satisfaction and have them changed if they are not.
- Feel free shuffle and get comfortable on the table prior to your massage. Sometimes the face mask can chafe your face due to a wrinkle or your ankles might lack proper support- don't try to endure it. Shuffle, move, adjust until you are comfortable and tell your therapist that you are comfortable so she can start.
- Please be respectful of customers who are enjoying their massage and keep reasonably quiet on the upper deck area as you approach your table or on your way back down having had a massage. While enjoying your massage, do not communicate with people on other tables as this can disrupts the tranquility of others. Please mute your phones.
- Should the ambient noise level around you be excessive or distracting, please ask your therapist for some earplugs. This might help you get in the zone.
- We expect payment of your massage, prior to the start of it. If it is interrupted due to rain or high wind, you will only be charged for the proportion of time they worked on you.
- Please let your therapist know if you have any health issues or medical history concerns that could be affected by a thorough massage and a good stretch.
- Our program- Get Hammered While You Get Nailed is NOT a pedicure. It is more of a Reflexology Massage enhanced with 2 beers or a huge margarita (some clients have water, soda or iced tea). They will massage your calves, ankles, feet and toes, after a thorough cleansing and exfoliation. Though they will file your nails and calluses, they will not cut your cuticles.
- We have a reservation sheet with time slots that can be booked in advance.
- To book a timeslot, one must leave a deposit per time slot so we can book other clients around it.
- If you just write in your name and leave no deposit this will be written in with a pencil, you will be displaced if someone else wants that same time slot and leaves a deposit. Be sure you get a receipt and verify that your name is on the right timeslot and on the proper date sheet by writing your name on the reserved time slots.



- Those showing up for their massage with a reservation receipt, must “check in” 15 minutes prior to the scheduled slot with their receipt in hand and pay for the balance.
- Some people contact us via e-mail or social media, requesting a reservation. If you do secure a reservation without a deposit, you must show up at least a half hour prior to your timeslot to settle up.
- If you are late or you do not show up, you will forfeit your deposit or your timeslot.
- Sometimes bad weather (high wind or rain) shuts us down for a day or two. If this happens and The Sand Bar downstairs is open, the manager will refund you your deposit. There is manager presence on site all the time.
- Reservations cannot be changed within an hour of your reservation time.
- Though we do have clients that request a specific therapist, we cannot always accommodate this request and it is not our responsibility to do so.
- We have 15 tables and cannot guarantee that couples or groups will enjoy their massages on adjoining tables. There is no way to reserve or set aside a specific table. You are welcome to choose a table that is not being used and with fresh linens.
- Should you have any questions, suggestions or concerns regarding the service or how to reserve a time slot ahead of your arrival, don't hesitate to let us know by dropping us a note at:

suggestions@thesandbar.bar