



New Client Information

Welcome! We are thrilled that you have chosen Heaven & Earth for your service. In order to best serve you, please provide us with the following information:

Name _____

Date of Birth _____

Street Address _____

Anniversary _____

City _____

How did you hear about our salon?

State _____ Zip _____

Referral, name _____

Email: _____

Coupon/mailer _____

(Please note, we send only a handful of emails about Special Promotions and Salon events.)

On-line daily deal site _____

I do not wish to receive emails.

Website, which one?

_____ www.heavenearthsalon.com

_____ other _____

Please indicate your preferred number for confirmations.

Facebook

Home phone _____

Walk-in

Work phone _____

Other _____

Cell phone _____

Reminders

Cancellations – Please be courteous and cancel appointments 12 hours in advance. This allows other clients the opportunity for service and operators to fill that appointment spot. Missed appointments without proper notice will result in a 50% charge for the appointment.

Arrival – Please plan to arrive at least 15 minutes before your appointment so you will have time to prepare for your treatment and enjoy it to the fullest extent. Be sure to check in at the reception desk on the first floor.

Punctuality – We hope you understand that certain conditions are necessary for the running of Heaven & Earth to benefit of all our patrons. If you are late for an appointment, the allotted time for your service will be shortened accordingly, with no fee adjustment.

Gift Cards – Just like a credit card, it's the PERFECT GIFT! Please present gift card at time of redemption. Gift cards may be used for service or products. They are non-refundable and not redeemable for cash. Treat it like cash - if lost, it is forfeited.

Wine & Light Fare – Complimentary every Tues., Wed. & Thurs. evenings.

Consultations – Complimentary consultations are recommended for first time services. These short appointments help to ensure your satisfaction with your services.

Children – Please respect others' downtime... if your children are not receiving services, we'd prefer that you not bring them.

Cell Phones – Be considerate with their use during your appointment. They must be silenced in the facial and massage areas.

Payments – We accept cash, checks, VISA, MasterCard, Amex and Discover. Gratuities may not be included on credit cards. A credit card is required for booking multiple appointments and groups. Returned check fee is \$25.00.

Personal Articles – We have smocks, robes and capes available for all our services. Please use them as we will not be responsible for any damaged articles. Leave jewelry at home when receiving spa services, it helps to minimize loss.

Comments/Suggestions – Your questions, comments and suggestions regarding your experience are always welcome, via talk, phone or e-mail.