

## OVERVIEW

This policy details age restrictions of patrons, requires parent or adult guardian consent and/or attendance by the parent or adult guardian in some circumstances. We believe it is necessary to strictly comply with a stringent code of conduct and the noted limitations when providing services to our minor guests.

## POLICY

To ensure the comfort of all guests, the following rules apply to the presence of a minor in the spa or salon:

- Children under the age of 18 are not permitted to be in the locker room or relaxation area unless they are receiving services.
- Children under the age of 12 are not permitted to wait while their parent or guardian receives services.

The spa is an adult oriented atmosphere; therefore we are not able to accept appointments for children under the age of 16 years, unless accompanied by a parent /adult guardian.

Children under the age of 18 may need a signed waiver and/or be accompanied by a parent or adult guardian for services. We cannot accept online bookings for persons less than 18 years of age.

- Age provisions for **body services and body waxing** (massages and body treatments and any waxing services from the neck below).
- Services will not be performed on minor guests age of 11 or younger for any reason
- Guests age 12-15 may receive services ONLY if the following criteria are met:
  - The minor is accompanied by a parent or adult guardian.
  - The parent/adult guardian must sign a Parent/Adult Guardian Waiver for Services form and Guest Pre-Treatment form for body waxing services.
  - The parent/adult guardian must be on site during the minor's service; the parent/guardian may be present in the room while services are being rendered (this is at the discretion of the therapist and the parent/adult guardian).
  - The minor guest must keep undergarments on while services are being rendered; whether or not a brassiere should remain on is at the discretion of the minor guest/parent/adult guardian.
  - The technician providing the service is the same gender as the minor guest; Absolutely NO therapists of the opposite gender are to be assigned - there is no exception to the rule under any circumstance
- Guests age 16-17 may receive services ONLY if the following criteria are met:
  - The parent/adult guardian must sign a Parent/Adult Guardian Waiver for Services form and Guest Pre-Treatment form for body waxing.
  - Whether or not a brassiere should remain on is at the discretion of the minor guest/parent/adult guardian
  - The technician providing the service is the same gender as the minor guest; absolutely NO therapists of the opposite gender are to be assigned - there is no exception to the rule under any circumstance.
- Any guest 18 years of age or older may receive services consistent with the standard protocol.

- Reserving our rights
  - The Company reserves the right to deny any body service on a minor guest regardless of authorization from a parent or adult guardian if deemed appropriate at the time the minor guest is presented for service.
  - The Company reserves the right to discontinue service to a minor guest that may have been started, if deemed to be in the best interest of the minor guest.
- Age provisions for **face and facial waxing services**
  - These services will be provided to a minor guest who is under age 16 if:
    - The minor is accompanied on the premises by a parent/adult guardian.
    - The parent/adult guardian signs a Parent/Adult Guardian Waiver for Services form and completes a Guest Pre-Treatment form and Information and Consent form.
- Age Provisions for **hair and nail services**
  - There are no age restrictions for natural nail or hair style services.
  - Advanced nail treatments, such as artificial nail services, for children under the age of 16 require the parent/adult guardian to sign a Parent/Adult Guardian Waiver for Services form.
  - Advanced hair treatments, such as color, extensions, or Keratin straightening for children under the age of 16 require the parent/adult guardian to sign a Parent/Adult Guardian Waiver for Services form.

### PROCEDURES

- If the age of a minor guest is known during booking, the Guest Service Representative will explain our policy.
- If there is any indication at booking that a guest/s may be under the age of 18, it is acceptable to ask: “May I confirm that all guests are 18 years of age or older?”
- If the age of a minor guest is discovered during check-in, the Guest Service Representative will explain our policies to the guest, and help make appropriate arrangements
  - If the minor guest or parent/adult guardian refuses to comply with our policy and procedure, the Guest Service Representative should seek a manager’s assistance to consult with the guest/parent/guardian
  - Guest Service Representatives should always be respectful and sensitive to the guest’s age and our booking guidelines; the verbiage “Could you please confirm you are 18 years of age or older?” should be used in questionable situations