



# FirstHealth 12 Months of Christmas Massage Discount Program

December 2017 – November 2018

## ***Welcome to the 12 Months of Christmas Massage Discount Program!***

We're happy you recognize the benefits of regular massage and are pleased to reward you with a discounted rate for your commitment. Participants in this program get special rates: *60-minute massage \$55 members/\$65 community; 90-minute massage \$79 members/\$89 community.* To join the program, you must book and pay for your December and January appointments. *The December rate is regular price \$70/\$80 and the January rate is \$55/\$65.*

### ***Tips to Help you Get the Most from the Program***

- Please make sure we have your correct phone, address and email.**
- Minimum of 1 appointment per month**  
In order to retain this special pricing throughout the year, you must have at least one massage per calendar month.
- Sorry, No Wiggle Room**  
We appreciate your business very much and are delighted to offer this program. Because this is such a steep discount and there is a lot of flexibility built into the program, we're sticklers about the one massage per month minimum. There are no exceptions (i.e. sickness, traveling, doctor appointments, surgeries, vacations, job, etc.).
- Call to Make Your Appointment - Don't Procrastinate!**  
You're responsible for booking your appointment each month. Book your appointment early in the month. If you wait until the end of the month, you risk the chance that appointments are unavailable because of your or your therapist's schedule. Let us know you're in the 12 months program when you book so you're charged appropriately.
- Be Flexible**  
In order to get your appointment each month you may need to see more than one therapist and be flexible with your availability. Participation in the program does not guarantee appointment availability with your preferred therapist.
- Little or A lot?**  
You may choose a 60-minute or 90-minute service, and you receive the discounted rate on all appointments during the month. Should your membership status change during the year, your rates will change accordingly.
- Are You a Traveler?**  
There are no set rules of when you have to have your massage within the month. For example, if you have a 6-week trip planned for May 10-June 20, you could have a massage the first week of May and the last week of June. If you plan to be gone for more than the full month, this program may not be right for you. Ask about our discounted packages that do not have a time constraint.
- Therapists are People Too**  
We do everything we can to maintain our regular schedule, but sometimes a therapist gets sick, gets injured or goes on vacation. When these things happen, we notify you as soon as possible (make sure we have the best telephone number and email to reach you), but be prepared that you may have to schedule with a different therapist and work in with the remaining appointments we have available. If your therapist has to cancel an appointment, you may have to schedule with someone else and this is not an exception to skip that month.
- No Pre-payment**  
If you would like to give someone membership to this program for the year; you must put a card on file and we will charge it each month they come in. If the gift recipient misses a month, they will be out of the program and will no longer receive the discounted rate.
- Cancellation Policy**  
If you cannot keep your appointment, please call us with 24 hours notice. If you fail to cancel within 24 hours of your appointment or no show, a cancellation fee of 50% of the scheduled service price will be automatically charged to your account. You must have a credit card on file.