

GENERAL REGULATIONS
effective from December 6, 2023



Mirela Wąsowska
Soul Melody
+48 884 687 368
ul. Stefana Batorego 21
59-930 Pieńsk

1. The following regulations define the rules for using the services of the "Soul Melody" massage salon in Pieńsk.
2. Clients of the salon are obliged to familiarize themselves with the regulations before commencing a massage and/or treatment.
3. Every client is required to adhere to the provisions of these regulations from the moment they commence a service. Commencement of a service constitutes acceptance of these regulations.
4. In the salon, clients must comply with the instructions of the masseur.
5. The regulations are available on the website <http://soulmelody.pl/portal> and can also be reviewed on-site at the salon.
6. Glossary:
 - a. Regulations – a set of rules applicable within the salon.
 - b. Salon – a space designated for performing massages and other therapeutic treatments, located at Stefana Batorego Street 21, 59-930 Pieńsk.
 - c. Service – various massage treatments offered by the salon.
 - d. Client – a person using the services of the salon.
 - e. Masseur – a salon employee providing the service.
 - f. Client Card – a form collecting the client's data such as personal details, contact information, health status, and medical history.
 - g. Reservation – the arrangement of an appointment in the salon.
7. The massage salon employs qualified masseurs who hold the necessary licenses, certifications, practical experience, and professional knowledge required for performing therapeutic and relaxation massages.
8. The salon does not provide services of a sexual nature. Any attempts to solicit such services will result in the termination of the treatment and a charge of 100% of the previously agreed service cost to the client. The masseur reserves the right to refuse or discontinue the massage if faced with behavior inappropriate for the setting (sexual propositions, harassment, aggression, various innuendos, etc.). In such cases, the police will be called, and the fee for the service will be charged as if the service was completed.
9. Before commencing a service, the masseur is obligated to disinfect the workstation, hands, and forearms up to the elbows, as well as reusable tools. The same actions are performed during the treatment if its continuity is interrupted, and after the completion of the service. The salon staff are required to maintain their hands and nails in a condition that minimizes the risk of scratches and cuts.
10. The client is obliged to promptly inform the masseur about any discomfort or poor well-being.
11. During the service, only the masseur and the client may be present in the massage salon. The masseur may permit the presence of a third person. Clients are asked to turn off or silence their mobile phones. The client is required not to wear any jewelry during the service. All valuables should be kept by the client at their own responsibility. The salon is not responsible for items owned by the client that are left unattended, including their loss or damage.
12. The masseur has the right to refuse to perform the service if there are contraindications (e.g., colds, high-risk pregnancy, cancer, skin conditions, infectious diseases).
13. Minors may use the services only with written consent from their parents/guardians, who must allow participation in all treatments.
14. On the salon premises and within the salon itself, it is prohibited to consume alcoholic beverages or to be under their influence; to bring or use steroids/drugs or to be under their influence; to bring and use firearms/gas guns/signal guns/bladed weapons; to smoke tobacco or e-cigarettes; to engage in trade; solicitation; or to affix and leave advertisements.

15. The salon's services may be used only during its opening hours and upon prior reservation. During the reservation, the service to be performed should be specified.
16. It is recommended to arrive a few minutes earlier than the scheduled time, and for the first visit, to prepare an additional 10 minutes during which an interview will be conducted, and the Client Card will be completed.
17. The masseur is obligated to respect the dignity and privacy of the client.
18. Every client is required, before starting a service—on their first visit—to complete the Client Card. If the client does not provide full information about their health condition, they release the salon from any potential liability. Furthermore, the client is obligated to inform the masseur about any changes in their health condition (even during subsequent visits).
19. The masseur is obligated to provide reliable information regarding the results, the course of the service, and to perform it according to the applicable rules and guidelines.
20. The use of devices that record images and/or sound is prohibited in the salon.
21. In the event of the client's lateness for an appointment, the masseur has the right to shorten the appointment time if otherwise it would cause delays in treatments for subsequent clients.
22. For damages to the salon's property caused by the client's actions or negligence, the client bears full financial responsibility. Equipment and devices in the salon must be used according to their intended purpose and the instructions of the masseur. The salon is not liable for injuries to individuals using devices in the salon without permission. It is prohibited to remove the salon's equipment from its premises. Parents or legal guardians are liable for damages caused by minors.
23. If a client cancels their appointment more than three times in a row after 4:00 PM on the day prior to the service, the salon reserves the right not to accept further appointments.
24. A client's delay of up to 10 minutes is permissible without affecting the time or cost of the service.
25. Before the service, the masseur prepares disposable underwear for the client, which may be used to cover intimate areas.
26. The masseur is obligated to ask whether a chest massage is desired (especially in the case of women).
27. The client has the right to enjoy complimentary refreshments in the salon (sweets, bottled water).
28. In the event of a delay in the service due to reasons attributable to the salon, the planned service for the client will be carried out in full but may be scheduled for a different time.
29. After the service has been performed, the client is required to pay for the service either in cash or electronically (credit card, BLIK via phone). In the case of vouchers, payment is made before the service begins. If the voucher is missing, the client is obligated to pay for the service rendered.
30. In front of the salon, there is a camera recording video directed at the sidewalk, where cars can be parked, as well as a monitored area for bicycles on the premises.
31. Animals weighing up to 40 kg, with the necessary vaccinations (especially against rabies), in full health, and wearing a muzzle, are allowed in the salon. The client must have the animal's health booklet with them.
32. Complaints and grievances can be submitted in writing or via email. Complaints will be reviewed in writing within 14 days. Complaints do not cover complications such as: pain lasting approximately 1–2 days after therapy, discomfort, the appearance of small bruises (up to Ø 2 cm), allergies to cosmetic ingredients, skin redness, or allergies to the adhesive contained in kinesiology tapes.
33. In disputed matters not specified in these regulations, the provisions of the Civil Code shall apply.
34. The salon is not responsible for accidents caused by non-compliance with the regulations.
35. The salon reserves the right to make changes to these regulations.
36. Ignorance of the regulations does not exempt one from compliance.