



Policies

Cancellations

Our staff understands sometimes life prevents us from keeping an appointment. If you need to cancel your appointment and wish to not be billed, a 24-hour advance notice is required when canceling an appointment; this allows our staff adequate time to book another client in your place. You may notify us by email, SMS text, or telephone if unable to keep your appointment. Please respect our time and energy by honoring the appointments that you have made.

Late Arrivals

For consideration of our staff please arrive on time for your appointment. Please understand that late arrivals will not receive an extension of scheduled treatment. All appointments have been designed to allow appropriate time for full enjoyment of service. Your late arrival may limit our ability to do so. You will be responsible for full service price.

No Shows

We do not take "no shows" lightly. If you make an appointment and decide not to call us or show up, you will be billed for the entire price of scheduled service. Payment must be received before rescheduling an appointment with our staff. We set this time aside especially for you and when you do not call or show up our staff cannot fill the time slot on such short notice, thus we lose business and valuable time.

Gratuities

Gratuities are accepted and greatly appreciated, and based on your satisfaction. If you are happy with the services provided, it is customary to leave 15%-20% (of the full price) gratuity for the technician or therapist

Payment

We accept cash, gift certificates, checks, and PayPal. We also offer online booking and payment services for your convenience

Gift Certificates

Upon purchase of gift certificate, a code# will be emailed to you. You have the choice to have gift certificate emailed for instant print out, air mailed to you or gift recipient, picked up at our studio or you can simply use the code# provided when booking an appointment or purchasing products both online and in store. Gift certificates are redeemable online and at our East Greenwich location. Gift certificates cannot be resold, transferred, redeemed for cash, combined or used with any promotions. Organical Botanical is not responsible for lost, damaged or stolen gift certificates.

Booking

To ensure your preferred time, we recommend you make reservations several days in advance. If you have a gift certificate or promotion coupon, it is helpful to mention you have one when booking your appointment. We offer online booking and payment services, and highly recommend booking your appointments online for fastest service and overall convenience. You can also contact us by telephone, email or SMS text to book your appointment.

Special Needs

Please advise our staff upon booking your appointment of any allergies, disabilities or medical conditions, especially if you are pregnant, so that we can accommodate your specific needs. Unfortunately, our studio is located on the 3rd floor of a historic building and does NOT offer elevator service; therefore we regret our facility is not handicap accessible

Directions

We offer a direct link on our website for directions to our facility. We recommend mapping out your route before you leave for your appointment if you are unsure of our location

Loss or Damage

We regret that we cannot be held responsible for any loss or damage of personal articles. We highly recommend leaving all valuables at home. Organical Botanical is not responsible for lost items or items left behind

Etiquette

Inappropriate behavior of any sort will not be tolerated. Sexual comments or remarks will not be tolerated and will result in immediate termination. Payment for entire service will be expected. Our staff are highly trained, licensed professionals and expect to be treated with respect and courtesy

Operation

We are a sustainable company that operates by appointment only; meaning we are not in the office when we do not have appointments. Our hours of operation are Monday thru Saturday 10-8pm, and Sunday 12-4pm

Privacy

We highly respect & honor our client's privacy. Any personal information disclosed during your session(s) will be held to the strictest level of confidentiality. We do not disclose or discuss any personal information under any circumstance

Product Order Processing

All orders are processed as soon as they are received. Orders cannot be cancelled or changed once they have been processed

Product Pricing & Payment

Advance payment in full is required before your products can be shipped. Payment services are available online and in store. Prices are subject to change without notice

Shipping

Orders are typically shipped from Organical Botanical within 1-3 business days. Shipping may be delayed on US holidays and if product is out of stock. Organical Botanical is not responsible for non-receipt of orders due to failure to properly submit an accurate or complete shipping address during checkout. Orders are deemed delivered when the shipping carrier provides confirmation that package was delivered to address that was submitted by customer during checkout process. Our current carrier is USPS. Shipping time frames for USPS is typically 3-7 business days. We do not accept COD (cash on delivery). All shipping charges are determined by weight, amount and type of product(s) ordered and shipping service selected. We do not provide international shipping service outside the US

Returns & Exchanges

After receiving the returned products, Organical Botanical will credit the customer for the original price minus shipping and handling fees, a \$5 restocking fee, and return shipping and handling fees (except in the case of manufacturer's defect). For questions and more information regarding shipping and handling, please contact us at staff@theorganicalbotanical.com

Backorders

If a product you order is temporarily out of stock, you will be notified via email when your product(s) is ready to be shipped

State Sales Tax

In accordance to RI state law, Organical Botanical is required to charge sales tax on all orders shipped or purchased within the state of RI. 7% RI Sales tax will be applied to your order when applicable