🌿 Code of Conduct & Wellness Protocol

Aurum Wellbeing – We care for your experience and our team

At Aurum Wellbeing, we strive to provide you with a space of calm, professionalism, and wellbeing. To maintain a respectful and safe environment for everyone, we kindly ask you to follow the guidelines below.

🔹 WAXING

- **Mandatory hygiene:** Please come clean, especially in the areas to be treated (legs, underarms, bikini, back, etc.). This ensures a safe and pleasant experience for both you and the therapist.

- **Intimate waxing:** If we observe any visible skin sensitivity (such as irritation, redness, or discomfort), we may suggest postponing the session as a precaution. **We are not medical professionals**, so we act responsibly to protect your wellbeing and ours.

- **Minimum hair length:** For effective waxing, hair must be at least **0.5 cm long** (about the thickness of a grain of rice). If it's shorter, the wax won't grip properly and **we won't be able to perform the treatment. The session will still be charged**, as the time was reserved for you.

- **No moisturizing on the day of your appointment:** Please avoid applying creams or oils on the day of your waxing, as **wax will not adhere properly to hydrated skin**.

- **Ingrown hairs:** The removal of ingrown hairs is not included in the standard waxing session. Extracting them takes more time and is not always possible without damaging the skin.

- **Pre- and post-care:** Skin health also depends on you. We recommend exfoliating gently a few days before, keeping the skin hydrated (but never on the same day), and following the post-waxing instructions we provide.

- **During your period,** your skin is often more sensitive. If you think this might cause discomfort, we recommend rescheduling your appointment.

- **Inappropriate behavior:** Any sexual comment, gesture, movement, or noise is strictly prohibited in the treatment room.

If this occurs, the treatment will be **immediately stopped,** and **100% of the service will be charged.**

- **We do not treat clients under the influence of alcohol or drugs.**

🔹 MASSAGES

- **Personal hygiene:** It's essential to come clean. Hygiene is part of the mutual respect we promote between clients and therapists.

- **Wearing underwear is mandatory:** Massages cannot be performed completely nude. If needed, we can provide disposable underwear.

- **Strictly therapeutic massages:** All massages at Aurum are **exclusively therapeutic and professional.**
  It is strictly forbidden to:

    - Make sexual comments or suggestions
    - Emit inappropriate or suggestive noises
    - Perform provocative movements, such as rubbing against the table or spreading the legs
    - Attempt to touch the therapist

- **In the event of inappropriate behavior:**

    - One verbal warning will be issued
    - If it continues, the massage will be **immediately interrupted** and the **full service will be charged**
    - In serious cases, we may inform the authorities

- **Mobile phone use:** If a client uses their phone during the massage or resists relaxing, they will be **kindly asked to put it aside** and enjoy the session.
  A massage is an exchange of time, energy, and care. **Let's honor that.**

- **Satisfaction with the service:** If the technique or style isn't to your liking, you can speak up at any time. If the entire session is completed without comment, **no refund will**

be given.

🔹 FACIAL TREATMENTS

(Indiba, facials, radiofrequency, lifting, etc.)

- **Clean skin required:** Please come with a clean face, free from makeup, sunscreen, or heavy creams, so we can carry out the treatment correctly.
- **Customized treatments:** Let us know if you're taking medication or have any skin conditions or sensitivity. We'll adapt the session accordingly.
- **Aftercare recommendations:** After each treatment, we'll share tailored recommendations. Following them is key to achieving the best results.

🧘‍♀️ THIS IS A RELAXATION SPACE

This is a place to care for your body, mind, and spirit. Help us preserve it:

- Arrive on time and with a calm attitude
- Silence your phone
- Speak softly
- Respect the work of our team and other clients' experiences

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⚖️ RIGHT OF ADMISSION

Aurum Wellbeing reserves the right to refuse or interrupt a service if:

- This code of conduct is not respected

- There is any form of disrespect or inappropriate behavior
- The wellbeing of the team or other clients is compromised
- The client's physical or emotional state is not suitable for the treatment

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Thank you for your cooperation and for helping us maintain a respectful, safe, and peaceful environment for everyone.