

WoodSong Sacred Sound & Wellness Spa Etiquette

Reservations are required for all public and private gong sessions.

- Email Joy@woodsong.us to verify available openings and to make your reservation or call 815-464-3810.
- Reservations will be held **ONLY 1 WEEK** pending the receipt of your payment.
- Special arrangements will need to be made to receive cash payments. Checks should be made payable and mailed to WoodSong Music Ministries, P.O. Box 112, Mokena, IL 60448 attention Joy Sloan. The receipt of your check will guarantee your reservation.

Arrivals

- Because the sacred quiet of the moment can be disturbed by late arrivals, please plan to arrive 10-15 minutes before the start of the session.

Late Arrivals

- Arriving on time will assure that you will participate in the entire experience.

Special Needs

- If you require a chair or are arriving via wheelchair, please notify us at the time you book your session.
- If you are allergic to scented candles, please notify us at the time you make your reservation.

Gift Certificates

- Gift certificates may be used to guarantee your reservation. Please be sure to give the certificate number at the time you make your reservation.
- If you are unable to attend and 48 hours notice is given prior to the event, the gift certificate can **ONLY** be transferred if your place can be filled.
- If proper notification has not been received and for whatever reason you do not attend the session, the gift certificate is considered “redeemed” and no longer can be used.

Last Minute Cancellations

- You are welcome to send someone to take your place. No prior notification is necessary.
- If you are unable to attend a session or find a substitute, please notify us 48 hours in advance so that we can attempt to fill your place.

Refunds

- Because of our intimate setting and the fact that we hold a place for the registrant and therefore cannot accept another registrant, refunds are generally not given.
- If we are **ABLE TO FILL** your place, you may transfer the money to another session.
- Refunds are not given for late arrivals.
- It is the recipients' responsibility to remember to attend the event; reminders are not sent out.

Should WoodSong cancel an event, you will have the options to:

1. receive a full refund
2. transfer to another session which has openings.