

Summary of July Changes			
Date	Topic	Change	Supporting Material
July 1 st	Service Orientation Form Service Preferences	Features key enhancements, including personalized questions to tailor the guest’s visit. For returning clients, the form pre-populates with information from their last visit and offers the option to keep preferences unchanged. Requires Service Provider signature to confirm review.	<ul style="list-style-type: none"> Training Course: <i>LMS/Important Updates/Service Preferences</i>
July 1 st	Member Policy	<p>Nonmembers are limited to receiving the member rate a maximum of two times within a six-month period, regardless of the method (gift cards, guest of a member, or service credit transfer). This policy will be updated to allow non-member guests to receive services at member pricing up to three times within a 12-month period, aligning with the service credit transfer policy.</p> <p>Members may redeem up to four service credits per day when visiting spas outside their home location. Effective July 1st, we will remove this cap on off-site member service credit redemption.</p>	<ul style="list-style-type: none"> Spa Associate Training Manual SA Quick Reference Guide PENDING! Member Welcome Packet (revised version available on Alcom shortly) Member Welcome Email Membership Agreement (updated to direct new members to the website for nonmember usage of member pricing.)
July 1 st	General Intake Form	<p>The new Guest Intake Form includes the ability to automatically update the following fields in the guest profile: first name, last name, and birthday. When the new form is activated, all existing Guest Intake Forms will be archived. As a result, all guests will be required to complete the updated form before their next scheduled service.</p> <p>The archived historical forms can be accessed from the Service Forms tab in the guest profile. You will find a History icon for the Guest Intake form which when clicked will display a list of the archived forms.</p>	
July 7 th	Gift Card Visibility	Gift card numbers in client profiles and applicable reports will be masked for all non-manager roles.	<ul style="list-style-type: none"> Training Course <i>LMS/Important Updates/Gift Card Visibility Update</i> Website & Membership Agreement (updated to state gift cards are required for redemption)
July 14 th	Negative Option Rule Implementation	<p>This regulation goes into effect July 14th by the FTC, we will enforce it via Zenoti on the 14th as well.</p> <p>Note: This rule changed within the final 48 hours prior to the May compliance date. Please watch for communication in case the timeline shifts again.</p>	<ul style="list-style-type: none"> Training Catalog: <i>LMS/Negative Option Rule</i>