



Service Policy

We aim to give you a thorough massage at great price in a calm, clean setting. Our goal is that you find value in our friendly service, return for more and refer us to the people around you. There is a language gap between our Check-In staff, our therapists and many of our customers. For this reason, we have printed our policies for you to review.

- Our hours of operation are daily, from 8:00 A. M. to 8:00 P. M.
- After Checking in for your massage, a token will be given to you. You are to give this token to your therapist in exchange for a massage prior to lying down. Please ensure that your 60, 90 or Reflexology token, corresponds to the service you requested. DO NOT LOSE IT! Therapist only get compensated when they redeem their tokens at the end of their day.
- Most of our customers show up and lie down in a bathing suit, bikini, shorts or underwear. There is no expectation of privacy on our top deck. We have a changing room if you want to change out of your clothing and can ask your therapist for a towel if you want to be nude and enjoy your massage under a large beach towel. Communicate with your therapist and let them know if there is something you want them to focus on.
- **Sexual innuendoes of any kind are unacceptable, will terminate your massage immediately and you will be asked to leave the premises without a refund.**
- Our linens are fresh and clean at the beginning of every massage. Please ensure that they are to your satisfaction and have them changed if they are not.
- Feel free to shuffle and get comfortable on the table prior to your massage. Sometimes the face mask can chafe your face due to a wrinkle or your ankles might lack proper support- don't try to endure it. Shuffle, move, adjust until you are comfortable and tell your therapist that you are comfortable so she can start.
- We do not have an age limit. Parents know best. Children without adult supervision, are not allowed on the massage deck.
- Please be respectful of customers who are enjoying their massage and keep reasonably quiet on the upper deck area as you approach your table or on your way back down having had a massage. Should you need to communicate, do so by whispering. While enjoying your massage, do not communicate with people on other tables as this disrupts the tranquility of others. Please mute your phone.
- Please let your therapist know if you have any health issues or medical history concerns that could be affected by a thorough massage and a good stretch.
- On each bed there is a basket for you to place your belongings (Glasses, phone, watch, wallets, jewelry, etc.). Please be certain that you retrieve all your belongings from your basket, before walking away from your bed. **We are not responsible for any items left in these baskets and urge you to arrive at The Sand Bar without expensive jewelry.**



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- Our Reflexology Program – Get Hammered While You Get Nailed, is NOT a pedicure. It is a Reflexology Massage enhanced with 2 beers or a huge margarita (some clients have water, soda or iced tea). They will massage your calves, ankles, feet and toes, after a thorough cleansing and exfoliation. Though they will file your nails and calluses, they will not cut your cuticles.
- Your time begins as you walk up the stairs toward the upper deck. All too often our customers arrive at the upper deck and then decide they want to take selfies with the gorgeous backdrop, use the restroom, etc. We ask that those that have Time-Slots set aside, arrive at The Sand Bar and check in 15 minutes early for this reason.
- All our therapists have their name prominently displayed on their uniform. Should you feel that you did not get your money's worth or a particular therapist was lacking or shorted you, please take note of their name, date, time and let us know at: suggestions@thesandbar.bar
- **Though we do have clients that request a specific therapist, we cannot always accommodate this request and it is not our responsibility to do so.**
- We have over 30 massage tables and cannot guarantee that couples or groups will enjoy their massages on adjoining tables. There is no way to reserve or set aside a specific table. You are welcome to choose a table that is not being used and has fresh linens. However, in the event that a parent brings a child to enjoy a massage too, we will shift the schedule to ensure that they get adjoining beds (parent and kid) and assign a more seasoned therapist to the child.
- Our massage deck is an open deck, right on the beach, only a pebble lob from the water. Given this, pleasant ambient noise in the form of splashing waves, warm or cool breeze, ambient music from the bar below, etc. is ever present. However, sometimes a loud crying kid, a barking dog or if the music is not to your liking, we provide our customers with new earplugs at no charge. Should this be your need, please ask your therapist for a fresh pair or bring your own (with or without music).
- Gratuities are not included. They are not mandatory however they are appreciated, if you are so inclined, please tip in cash and personally to your masseuse. Gratuities cannot be added to your Credit Card.
- Though our service is 50 minutes, 1 Hour or 90 minutes, the activity at The Sand Bar can last a couple of hours, given that we ask you to arrive early as processing groups and individuals can take some time and we often run a bit late when we are swamped with volume. So please, expect some delays and enjoy the view from the bar area.
- Should you have any questions, suggestions or concerns regarding the service or how to reserve a time slot ahead of your arrival, don't hesitate to let us know by dropping us a note at: suggestions@thesandbar.bar
- **Hydration after a massage is important.** Feel free to bring with you a water flask so you can have some water after your massage. If after your massage you want to sit at a the restaurant or the bar, you will have to purchase a bottle of theirs.
- **Know that all forfeited monies are remitted to our Dog Rescue Program**