

MASSAGES AT THE SAND BAR

Official Service Policy & Client Guidelines

Hours of Operation: Daily from 8:00 a.m. to 8:00 p.m.

Contact / Inquiries: checkin@thesandbar.bar

We aim to give you a thorough massage at a great price in a calm, clean setting. Our goal is for you to find value in our friendly service, return for more, and refer us to the people around you. There is quite clearly 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 online in the comfort of your home or hotel.

CHECK-IN, TOKENS & SCHEDULING

After checking in for your massage, you will be given a token. Give this token to your therapist in exchange for a massage before lying down. Please ensure that your 60-minute, 90-minute, or Reflexology token matches the service you requested. **DO NOT LOSE IT!** Therapists are only compensated when they redeem their tokens at the end of the day.

Your time begins as you walk up the stairs to the upper deck and continues while you change. Customers often arrive at the upper deck and then decide to take selfies with the view, use the restroom, etc. We ask those with reserved time slots to arrive at The Sand Bar and check in **15 minutes early** for this reason.

Although our services last 50, 60, or 90 minutes, your overall experience at The Sand Bar can last a couple of hours. We ask you to arrive early because processing groups and individuals takes time, and we often run a bit late when busy. Please expect possible delays and enjoy the view from the bar area while you wait.

SETTING, MODESTY & CONDUCT

About 80% of our business comes from repeat customers—clients who have been with us before, know the drill, and are comfortable with our open setting. The other 20% are first-time customers who may have concerns about modesty, nudity, and being watched. Relax and undress to your level of comfort. Our therapists go to great lengths to protect your modesty. Although there is some nudity, there is no blatant nakedness. Therapists are well trained in keeping you properly covered.

Customers who don't mind being naked and casually strip down beside the bed are asked firmly to undress under a towel to spare others unnecessary exposure. Many first-time customers simply lie down in a bathing suit, bikini, shorts, or underwear. There is no expectation of privacy on our top deck. We have four changing rooms and four restrooms if you prefer to change out of your clothing and walk to a bed. Your therapist will provide a large beach towel if you wish to be nude and enjoy your massage under cover.

Strict Code of Conduct: Sexual innuendos of any kind are unacceptable. Such behavior will terminate your massage immediately, and you will be asked to leave the premises without a refund and will be blacklisted.

Please be respectful of customers enjoying their massages and keep reasonably quiet on the upper deck as you approach your table or when returning downstairs. If you need to communicate, please whisper. While receiving your massage, do not talk to people at other tables, as this disrupts the tranquility of others. Please mute your phone.

COMFORT, SAFETY & ENVIRONMENT

Communication: Communicate with your therapist. Let them know if there is an area you want them to focus on or an area you prefer not to have touched—both are important to establish. 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.

Table Comfort: Feel free to adjust and get comfortable on the table before your massage begins. Sometimes the face cradle can chafe due to an overlooked wrinkle, or your ankles may need better support—don't try to endure discomfort. Move and adjust until you are comfortable, then tell your therapist so she can begin.

Linens & Hygiene: Our linens are fresh and clean at the beginning of every massage. Please ensure they are to your satisfaction and request a change if they are not.

Personal Belongings: On each bed there is a basket for your belongings (glasses, phone, watch, wallet, jewelry, etc.). Please make sure you retrieve all items from the basket before walking away. We are not responsible for any items left behind and urge you to leave expensive jewelry at home.

Deck Atmosphere & Earplugs: Our massage deck is an open deck right on the beach, only a short distance from the water. Pleasant ambient noise—splashing waves, breeze, and music from the bar below—is always present. If a crying child, barking dog, or the music bothers you, we provide free earplugs. Ask your therapist for a fresh pair or bring your own (with or without music).

Hydration: Hydration after a massage is important. Feel free to bring a water bottle. If you wish to sit at the restaurant or bar afterward, you will need to purchase a drink there.

Security: The Sand Bar has 16 security CCTV cameras monitoring all areas of the restaurant. There are no cameras on the massage tables or in the restrooms.

SPECIAL PROGRAMS & OPERATIONS

Reflexology Program – “Get Hammered While You Get Nailed”: This service is *not* a pedicure. It is a reflexology massage enhanced with two beers or a large margarita (some clients choose water, soda, iced tea, or a mimosa). Therapists will massage your calves, ankles, feet, and toes after a thorough cleansing and exfoliation. They may file nails and calluses but will not cut cuticles.

Age Limits & Families: We do not have an age limit. Parents know best. Children without adult supervision are not allowed on the massage deck. If a parent brings a child for a massage, we will adjust the schedule so they receive adjoining beds and assign a more experienced therapist to the child.

Station Assignment: We have nearly 40 massage stations across six areas and cannot guarantee that couples or groups will have adjoining tables. There is no way to reserve a specific table. You are welcome to choose any unused table with fresh linens.

Therapist Assignments & Feedback: All therapists have their names prominently displayed on their uniforms. Although some clients request a specific therapist, we cannot always accommodate this request and it is not our responsibility to do so. If you feel you did not get your money's worth or that a particular therapist was lacking, please note their name, the date, and the time, and let us know at checkin@thesandbar.bar.

Gratuities: Gratuities are not included. They are not mandatory but are appreciated. If you wish to tip, please do so in cash and place it directly in the therapist's hand. Gratuities cannot be processed through our credit-card terminals.

Cancellations & No-Show Policy: All forfeited money from no-shows is donated to our Dog Rescue Program. If you booked the wrong date and arrive for a massage that was scheduled in the past, it is treated as a no-show. The beds sat empty and the therapists were idle. You will not receive a refund and cannot reschedule the used time slot. If one or two people in a group are no-shows, remaining members may convert those slots into a four-hand massage. Our check-in staff cannot process refund requests. These must be sent by email to checkin@thesandbar.bar.

FREQUENTLY ASKED QUESTIONS (Q&A)

Q: Do you offer couples massages?

A: We provide massages for couples all the time. However, our format does *not* guarantee adjacent beds. Your reservation ensures you get a bed and a therapist—not a specific bed or a requested therapist.

Q: Do you have an age limit?

A: No. Underage clients must be accompanied by an adult. We will do our best to assign adjacent beds and keep you together at the same time.

Q: Are the linens changed after every service?

A: Yes. Fresh linens are provided for every massage.

Q: If I'm a bit sunburned, can I substitute oil for lotion?

A: Yes.

Q: I have delicate skin—can I bring my own oil?

A: Yes.

Q: Do you have showers?

A: No.

Q: Can I make, change, cancel, or modify my reservation by phone?

A: No. We do not have a phone at The Sand Bar. Changes can only be made through our app, website, WhatsApp messaging, or in person at The Sand Bar.

PRO TIPS FOR THE BEST EXPERIENCE

- Wear clothes that are easy to remove so you can undress to your preferred level of comfort.
- Arrive 10–15 minutes early and use the restroom before checking in. Once you are on the upper deck, your time is running.
- If you want a drink at the bar before your massage, settle the bill when you order so you are ready when your name is called.
- Bring cash for tips and hand it directly to your therapist after the massage.
- If you plan to keep your bikini bottoms on, go straight to your bed and lie down. Your therapist will cover you with a large towel and untie your top. This reduces congestion in the changing areas and maximizes your massage time.