



Tranquility In Motion

Newsletter

www.tranquilityinmotion.net
(mobile friendly)

March 2017 Issue

I thank you for your business! I know you can go to one of the many other Massage businesses in the Treasure Valley, and I appreciate that you trust me to help you!

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About Tranquility In Motion...

Several of you have learned about my business and tried out my services thanks to Living Social. It is a wonderful way for businesses to Market to a broad customer base, however there are some rules to using a Living Social deal (and Groupon and other discount service websites). Living Social calls their rules “The Fine Print”, you can see this information on their website & I’ve also posted them on my website. It states:



PAID VALUE EXPIRES 5 YEARS AFTER PURCHASE
PROMOTIONAL VALUE EXPIRES 90 DAYS AFTER PURCHASE

- Limit 1 per customer, up to 1 additional as a gift
- Appointments required and subject to availability
- Merchant cancellation/re-scheduling policy of 24 hours applies; voucher subject to forfeiture
- All services must be redeemed by same customer
- May be used over multiple visits
- Other conditions apply

Except where noted in the fine print:

1. Cannot be combined with any other offer or promotion
2. Tax and gratuity are not included
3. Merchant is responsible for the quality of the products or services provided to you at redemption

Every deal I have ever seen on Living Social and Groupon has the contact information of the business (including the website if they have one) for each one of the deals on their sites. I highly recommend looking the business up prior to purchasing any deal. It’s always better to know what you are spending your money on, know what the business offers, know how the business operates, etc. to prevent any confusion or disappointment later.



*Make sure to
Check out
my Facebook
page for tips
on staying
loose in-
between
your
Massages!*

<https://www.facebook.com/tranquilityinmotion>

***Even if you don't
have Facebook,
you can see my
page/posts.***



I use Square for my point-of-sale company (how I accept payments) as well as for my online store and appointment book. Their program(s) are cost-effective and they allow me to accept credit/debit cards, as well as keep better financial records. I accept all major credit cards (Visa, MasterCard, Discover, & American Express). Their awesome system also allows you as a client to schedule your own appointments, to reschedule, to cancel, and make purchases online very easily. As a 1 woman business, this helps me immensely. Most of us now have smart phone's, which means we can get information literally at our fingertips & do more faster and/or easier with the same little device.

Booking an appointment online is extremely easy:

1. Just go to my website www.tranquilityinmotion.net
2. Click the link at the top of the page (yellow button)
3. Click "Book an Appointment" at the top right of the screen
4. Choose 1 or more of the services (especially helpful if you are booking your birthday upgrade to select more than 1 item) and click continue which is on the bottom of the screen
5. Days that are already booked will show all grey, days that are available will be in blue lettering. Click on the day of your choosing, and time slots will show on the bottom of the screen based on the length of service you selected
6. Click the time that works best for you. (Don't see a day/time that work for you, click the arrow at the top of the calendar to go to the next month.)
7. Then type in your name, phone number and email as well as any notes you want me to see (these notes could be a gift certificate # or if you hurt in a certain area or any information that you think will be relevant to your massage session. I am the only one who will see this note.)

Square scheduling uses this contact info to send you a confirmation (via text message and email) that you booked an appointment, it sends reminder info 2 days before your appointment, if I have to change something or had to cancel Square will notify you via text message and email. From either of those communications, you can cancel or reschedule your appointment (prior to 24-hours of the appointment or course).



Happy Birthday!!

All Clients receive a FREE 30-minute upgrade to a massage of their choosing (get an hour for the cost of a half hour, etc.) any day within the month of your birthday.

If you get a text message and email, it's pretty redundant to also get a phone call. Which means, you will get notified of any and all changes through a text message and email - instead of me calling you. However, when I make changes to your appointment for whatever reason - I will always include a message as to why/what is going on. The emails give all the information without you having to click on anything else. The text message says "view details at" and gives a link to click to see the message.



I pay for this service, so if this is not happening please let me know. Technical issues do happen, and the sooner I know about it the sooner I can get it fixed.

BE CONSIDERATE

If for any reason, you cannot make your appointment:

- If you possibly can, use the link within the email or text to go to the online calendar where you can cancel or reschedule.
- Email me, call me (leave a voicemail please), or text me making sure to tell me who you are.
- My policy is 24-hours' notice. However please know that I'm not unreasonable. I do understand that sometimes you or your kids wake up running a temperature. Or that an emergency comes up, just like it can in my life. Please just try to be respectful and know that I can't rebook that time slot with another client with only minimal notice (meaning it's literally money out of my pocket).

For those rare times that I have to cancel on you:

- You will get notified via a text message and/or email.

Again getting a phone call on top of both a text message and email is redundant.

- I do try to give as much notice as possible, and I do understand that it is a big inconvenience to you.

- I always feel bad, and I do apologize for the inconvenience to you. I get that it's frustrating to get a cancellation or change when you have planned how to get to your appointment and you've been looking forward to it. I love Massage as much as you do, and I personally count down the minutes until my time on the table so I really do understand.

- Please know (as a one-woman business) that I do not get paid unless I am working, so missing work is something that is just as frustrating to me as it is to you not being able to get your massage.



If you click the address within the text link or email, it will pull up Google Maps to show you exactly how to get to my office.

All this information as well as my current price list, all of my specials, stretches, my policies, directions to my office & more are available on my website, and as always if you have any questions please don't hesitate to ask.



Prices will be increasing in May of 2017

Looking for relief between Massages?

Check out the "Stretches" tab on my website.

I've posted



video links of great static stretches to help lengthen the muscles back out & keep us all loose

Coming soon.....

I will be out of the office and unavailable the majority of the day from March 13th to March 20th, as I will be flying to San Diego and taking a continuing education course on Hawaiian Lomi Lomi Massage. Massage Therapists are required to take Continuing Education courses to keep our licenses and it's a modality (or type of massage) I have always wanted to learn.



If you're interested in learning more about Hawaiian Lomi Lomi, click the link <https://www.sacredlomi.com/>



March Special - available 1st thru 12th only

- Buy two, get one 50% off!

\$150 for three 60-minute massages (normally \$180)

\$212 for three 90-minute massages (normally \$255)

\$275 for three 120-minute massages (normally \$330)

- limit of 1 deal per person

- certificates can be saved for your use, and/or shared/gifted to anyone of your choosing