



H.U.B.

Information Handbook



Dear Potential Partner,

Thank you for your interest in offering your professional services under our umbrella!

*Our vision is to host flex space designed to **Help, Unite and Build** the community, while supporting the flourishing business owner.*

Our Mission is to assemble Professionals who share the goal of

Enhancing & Empowering Others through Holistic Wellness and Beauty!

By Partnering with Simple Wellness You Get the Opportunity to...

- *Service and/or meet your clients in a clean and upscale environment, at low cost*
- *Usage of Fully Equipped Service/Treatment Rooms, Private Meeting Spaces, Styling Chairs/Equipment and a Chic Nail area*
- *Participate in the perfect setting to cross market with like minded people.*

Together WE will serve others toward living quality lives and holistic healing through compassion, education and support !

*Serving in Gratitude,
Angela A. Hardy
(Founder)*



Offered as Outlined with No Allowable Modifications

Booth Rent* Beginning Level **\$40 per session w/ a \$40 min**

- **Maximum of 2 sessions* per month**
- **Usage available Tuesdays through Saturdays Only**
- **Reservations may start at 10:30am during the week and 9:30am on Sat. Premise departure by 3:30pm during the week and 2:30 on Sat.**
- **Cash payment is due upon visit completion**
- **WIFI & Utilities are Included**
- **Towels, products and tools are NOT Included**

Booth Rent* Pro Level **\$250 per week**

- **Unlimited Sessions, No Reservation Required**
- **Days and Times are Unrestricted**
- **Cash payment due every Wednesday by 3pm**
- **WIFI & Utilities are Included**
- **Towels, products and tools are NOT Included**

Mani/Pedi Rental* Beginning Level **\$10 per session w/ a \$20 min**

- **Maximum of 4 hours per month**
- **Usage available Tuesdays through Saturdays Only**
- **Reservations may start at 10:30am during the week and 9:30am on Sat. Premise departure by 3:30pm during the week and 2:30 on Sat.**
- **Cash payment is due upon visit completion**
- **WIFI & Utilities are Included**
- **Towels, products and tools are NOT Included**

Mani/Pedi Rental* Pro Level **\$150 per week**

- **Unlimited Sessions**
- **Reservation Required**
- **Days and Times are Unrestricted**
- **Cash payment due every Wednesday by 3pm**
- **WIFI & Utilities are Included**
- **Towels, products and tools are NOT Included**



Treatment/Mtg Rooms*Basic \$25 per session with a \$25 min

- Maximum of 2 sessions** per month
- Usage available Tuesdays through Saturdays Only
- Reservations may start at 10:30am during the week and 9:30am on Sat. Premise departure by 3:30pm during the week and 2:30 on Sat.
- Cash payment is due upon visit completion
- WIFI & Utilities are Included
- Towels, products and tools are NOT Included

Treatment/Mtg Rooms*Essential \$65 per month (Auto Pay)

- Maximum of 5 sessions** per month
- Usage availability days are Tuesday through Saturday only
- Reservation arrival as early as 9:00am and premise departure by 5pm
- WIFI, Utilities, Sheets and Towels are Included

Treatment/Mtg Rooms*Intermediate \$79 per month (Auto Pay)

- Maximum of 9 sessions** per month
- Available usage 7 days per week
- Reservation arrival as early as 7am and premise departure by 8pm
- WIFI, Utilities, Sheets and Towels are Included

Treatment/Mtg Rooms*Premium \$99 per month (Auto Pay)

- Unlimited Sessions
- Reservation Required
- Days and Times are unrestricted
- WIFI, Utilities, Sheets and Towels are Included

***a session=four hours**

****a session= two hours**



POLICIES

As professionals it is important that we operate as such; as a result our cancellation policies and fees are held to the highest standards. We are a team of entrepreneurs joining forces to provide quality services in a smooth and uneventful manner. It is your responsibility as business owners to set your own policies and fees (holding your clients accountable), to prevent being penalized by us.

Making Reservations- All room/space reservations may be made through the Online Scheduling page: <https://SWHUBPartner.as.me/book>

24 hrs Required for ALL Cancellations or Rescheduling Needs- any cancellation made outside of this window of time will result in a \$30 fee. The fee must be paid the day of incident and/or prior to scheduling again. The lack of paying the fee forfeits the remaining sessions, if month end occurs prior to payment being made.

How to Appropriately Cancel An Appointment- all cancellations must be sent via text to (410)622-4725 with CC'ing (443)622-5026 (text must be sent simultaneously to both numbers), or called in to the spa directly at (410)483WELL(9355)

Late Arrivals- though frowned upon there is no immediate penalty. If tardiness occurs too often for the comfort of the company, it will result in termination of the partnership.

Going Over Scheduled Session Times- \$25 at the start of every twenty, minute increment. Fee to be added partner checkout or next automatic deduction. Fee must be paid in full prior to scheduling additional reservations.

Package Termination- 30 day written notice is required for terminating H.U.B. Partnership agreements.



Use Them or Lose Them- unused sessions do not carry over and/or accumulate.

Auto Payments- Deducted the 10th of every month. Unsuccessful payments at the fault of the H.U.B. Partner will result in a \$25 penalty fee.

Closing/Clean Up- Room specific instructions are provided and demonstrated. There is a \$15 fee added for any closing negligence made by the H.U.B. Partner. Payment may be paid upfront or added to the next automatic deduction.

Insurance- It is highly recommended that you invest in business insurance.

Damage of Goods and/or Property- Handled on a case by case basis. Note: There is a security deposit required for selected packages, in relation to this category.

Getting Started- To be discussed individually. Contact **Angela Hardy** directly at **(443)622-5026**.

Carrying a Payment Balance- is **Not Allowed**. No reservations are permitted if there is a past due balanced owed.

Security deposit- A \$25 refundable fee to be paid at time of contract signing, for all auto payment packages. This is in addition to one week/month advance payment.

Calculation of Billable Times- Session start times are identified as the reservation time requested and not the H.U.B. Partner's arrival time. The end time is that of the Partner's checkout (which is done right before departure; with the relatable used space/meeting room being free, ready and available for someone else).

Children- Not Allowed Unless Being Serviced.

Parking Options- To be discussed.