



Updates and Insights for WellSpace Members - Jan 2023



Hi WellSpace Members,

As we enter a new year we want to start by thanking you for being a part of WellSpace. Our journey to support the independent wellness community starts with each member we serve. These last few months we have already heard about the community that is naturally forming between members and have seen new clients book through our supportive marketing efforts. We are excited to see this trend continue in 2023.

With a few of the changes that were implemented in fourth quarter we wanted to reiterate our new policies and make sure everyone understands the policies that make WellSpace function smoothly.

1. **New Flex Schedule.** We are excited by the feedback we have received on the more flexible scheduling. We are also happy that we could adjust schedules so that you no longer pay for any transition time between clients.

However, in order for this to continue we must emphasize that the 30 minute buffer is designed for room preparation exclusively. Please do not use any of the non-paid time as table time for clients.

2. **Last minute reservation changes.** We understand that things change on the spot. A client may ask for additional time or you may run over on a treatment time. If you are certain that the room is available and you need more time, please text us to revise your reservation. This avoids our system from alerting us to an issue which can

lead to additional fees (\$25) for the late reservation. **You can text us on the support number at 833-223-5173.**

3. **Building Thermostats.** We have resolved the thermostat issues as much as we can. **Please do not adjust the thermostats.** It is important to note that any manual changes to the three thermostats will remove the schedule and cause ongoing issues for everyone. If you need to address the temperature or have a concern, please text the support number.

4. **Breakroom door lock.** We were asked to lock the breakroom for the protection of everyone's items that may be left on the table between and during treatments. Unfortunately, it turns out that the breakroom door must remain unlocked for fire safety reasons. Please lock up any items you are concerned about in order to help protect yourself.

Finally...

We will be sending out a marketing email next week with an opportunity to sign up for a free marketing webinar and a form to help get more information on your profile. We hope you will participate in both so we can help you grow the business side of your practice.

Thank you for your commitment to making the space a great place for people to meet their clients. We will continue to learn and grow as room reservations increase. Your feedback is a valued part of that process.

Thank you for sharing our space and we are excited to help your practice grow in 2023.

The WellSpace Team

Join us on
Facebook

516 SE Chkalov Dr #49
Vancouver, WA 98683

