

## Thank you for visiting our COVID-19 Informational Page:

We first and foremost want to take a moment to thank you, our dedicated clients, from the bottom of our hearts, for believing in NANI these past 5 years and for your unwavering support and understanding as we transition and endure this difficult time. We also want to thank our incredible and talented team members for whom without them, NANI would not be possible.

We want to assure our clients that we have every intention of re-opening our doors as soon as possible and as soon as we are able to safely offer our massage therapy services.

To navigate this unprecedented time, below you will find questions and answers to the most common questions regarding our facility and services during this temporary closing:

**Q: I have an appointment or future appointment already booked. What is happening to our current scheduled appointments or if I want to book out a future appointment?**

A: All appointments that are currently scheduled will remain on the books. If your appointment falls on a day we were closed, due to the current situation, we will call you when we open to reschedule those missed appointments. We will also confirm all future appointments once we reopen. At this time, we are not actively scheduling appointments until we are able to resume operations per the State of Ohio.

**Q: What if I have a Groupon voucher?**

A: We will be accepting any recently expired or soon to be expired Groupon vouchers once we re-open for business.

**Q: I have a NANI VIP, what will happen to my VIP account and dues during this temporary closing?**

A: We are still offering our NANI VIP's accounts to remain active and simply accumulate during this time. We will honor any accumulated massages during this time once we open and as always it is available that any NANI VIP member is welcomed to share or gift these accumulated massages to anyone.

**Q: Can I place my account on hold until NANI re-opens?**

A: Absolutely! We can Freeze your account until we are able to safely resume operations. "Freezing" your account is a no-charge grace period where you are also not charged your normal dues, instead your account is placed in a "Frozen" status, where you do not accumulate additional benefits however it allows you to remain a NANI VIP so you do not lose your current pricing and can reactivate and enjoy your VIP benefits again once our facility is able to safely reopen and resume business hours.

**Q: Can I purchase a gift card for my family or friends during this temporary closing?**

A: Yes! Our online gift card portal is still available for gift cards available in any dollar amount and for any occasion.