

MESSAGE POLICIES AND PROCEDURES

ARRIVAL TO YOUR MESSAGE:

Please arrive to your appointment 15 minutes prior to the scheduled starting time for new clients. This allows you the time to fill out the appropriate client forms and relax before getting started. For clients that have already filled out the paperwork, 5 minutes is sufficient. All massages have specific time schedule and early arrival allows for a relaxed and unhurried experience.

If late arrival is inevitable, your service(s) may be shortened in order to keep on schedule. The original treatment time will be charged. With inclement weather, session will still take place unless it is a Level 2 or 3 Emergency.

(x) Initial: _____

CANCELLATION POLICY AND NO SHOW POLICY:

Please provide at least 24 hours notice if you need to reschedule or cancel a treatment. This gives us enough time to fill the slot. If a client fails to cancel within 24 hours multiple times (2 or more), they will be asked to pre-pay for future services. If a client does not cancel their appointment with a 24 hour notice, they will be asked to pay half of their service fee. If a client NO SHOWS an appointment, they will be asked to pay the full amount of the service, if pre paid, the client will forfeit the full amount of the service.

(x) Initial: _____

LATE ARRIVAL POLICY:

We regret that late arrivals will not receive extension of the scheduled appointments. In special cases, and when our schedule will allow, we may be able to accommodate a partial or full appointment. This will be at our discretion and only with proper, advance notification of

(x) Initial: _____

PRIVACY POLICY:

Your massage therapy records are kept in the strictest confidence by this clinic. All client records are kept in a secure place and only those who need to see a client's file for legitimate business or professional purposes have access to them. Your records will not be released to third parties, including health care providers and insurance companies, without your written consent. Records may be surrendered if required by law.

(x) Initial: _____

CONDUCT:

Inappropriate behavior will not be tolerated. Suggestive comments, sexual innuendos, touching of a massage therapist in an inappropriate way, will result in termination of the massage session, and the client will not be allowed to return for further massages. Our full fee will be collected.

(x) Initial: _____

(x) _____

Client Signature

Date