

## Code of Conduct

At *Fraser Valley Mobile Massage*, we strive to create a respectful and safe environment for our clients and therapists. We kindly request that you adhere to the code of conduct to ensure a positive therapeutic outcome.

- **Communication.** Please advise your therapist of any pain, discomfort, or areas you would like them to focus on and/or avoid. The pressure and techniques will be adjusted accordingly to ensure your comfort.
- **Consent:** You have the right to give informed consent regarding the areas of the body being worked on and any adjustments that may need to be made during the session.
- **Professional Therapeutic Services.** Our massage therapy sessions are intended for professional therapeutic purposes only. Our therapists are highly trained and dedicated to providing a therapeutic experience. We do not tolerate any requests or actions of a sexual nature. The session will be terminated, and payment will be due in full regardless of the session being completed.
- **Respectful Behavior.** Respectful and professional behavior is expected throughout the entire massage session. Any form of inappropriate language, harassment, or ill-mannered behavior will not be tolerated. The session will be terminated, and payment will be due in full regardless of the session being completed.
- **Confidentiality.** We value your privacy. Any personal information will be kept confidential, in accordance with professional ethical standards and legal requirements.
- **Hygiene.** We request that you arrive for your session in a clean, odor-free state. If you have any issues to address, contagious conditions, infections, please inform your therapist prior showing up to the session so adjustments can be made where necessary.
- **Cancellation Policy.** We understand life sometimes gets in the way of appointments. We have a strict 24-hour cancellation policy in effect. Your appointment must be cancelled 24 hours before your appointment time to avoid a cancellation fee of payment in full. Any rescheduling must take place 24 hours before your appointment's start time to avoid any fees. If your cancellation is under 24 hours, you may transfer your scheduled time to a family member or friend. No refunds are available.

You acknowledge that you have read, understood, and agreed to abide by this code of conduct. We appreciate your willingness to create a positive and therapeutic experience for yourself and our therapists. We strive to provide satisfaction and enhance your well-being.

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