

CLIENT CONDUCT, BOUNDARIES, GUESTS, & RIGHT TO REFUSE SERVICE POLICY

CLIENT CONDUCT

- Clients are expected to behave **respectfully and appropriately** at all times.
- Harassment, intimidation, inappropriate language, or sexual behavior toward the provider or other clients is **strictly prohibited**.
- Disruptive behavior, including excessive phone use, verbal abuse, or disrespect, may result in service termination.

BOUNDARIES

- The provider maintains professional and personal boundaries at all times.
- Physical contact outside of the service scope is **not permitted** unless required for the treatment.
- Clients must respect the provider's space, time, and professional role.
- Mobile service considerations include: safe, accessible, and private areas for service delivery.
- **Environmental Considerations:** The provider **cannot provide services in environments with strong odors or substances that cause health issues**, including but not limited to **marijuana, smoke, or other irritants**. Clients are expected to ensure the service space is safe and free from such triggers.

CHILDREN, GUESTS & PETS

- Clients are responsible for supervising any **children, guests, or pets** present during the appointment.
- Children, guests, or pets **must not interfere** with the service, the provider's workspace, or equipment.
- Pets should be **secured or in a safe area** during mobile appointments. Unsupervised or disruptive pets may result in:
 - Service delays or interruptions
 - Contamination of equipment or supplies
 - The provider requesting that pets be removed from the service area
- The provider may request that children, guests, or pets leave if their presence compromises **safety, focus, hygiene, or service quality**.

RIGHT TO REFUSE SERVICE

- The provider reserves the right to **refuse or terminate service** for any client who:
 - Violates conduct or boundary expectations
 - Poses a safety risk
 - Brings unsupervised children, guests, or disruptive pets
 - Fails to follow health, safety, or policy guidelines
 - Shows repeated disregard for booking, cancellation, or payment policies
 - Provides a service environment with strong odors or irritants affecting provider health
- Any service termination under this policy **may still be charged in full or partially**, depending on the circumstances and the provider's discretion.

ONE-TIME COURTESY

- A **one-time courtesy** may be extended for minor policy infractions at the provider's discretion.
- Continued or repeated violations may result in enforced fees or permanent refusal of service.

FUTURE IN-STUDIO SERVICES

- In-studio policies regarding conduct, boundaries, and guests may have additional requirements.
- Any changes will be communicated prior to booking.

POLICY ACKNOWLEDGMENT

- By booking an appointment, clients acknowledge that they have **read, understood, and agreed** to this Client Conduct, Boundaries, Guests & Right to Refuse Service Policy.
- Clients agree to follow all policies to ensure a safe, professional, and respectful environment.