

Print Patient Name: _____

Policy Notification

We appreciate that you have chosen us for your massage and bodywork needs. To provide the best service possible to our clients we have implemented the following policies.

Cancellation Policy

We understand that sometimes schedule adjustments are necessary; therefore, we respectfully request you provide at least 24 hours notice to cancel and appointments.

Please understand that when you forget or cancel your appointment without giving enough notice, we miss the opportunity to fill that appointment time, and clients on our waiting list miss the opportunity to receive services. Our appointments are confirmed two days and one day in advance because we know it is possible to forget an appointment you booked months ago.

Late Arrival Policy

We request that you arrive 10-15 minutes prior to your appointment time to allow time to fill out any required paperwork as well as answer any intake questions your therapist may have. It also gives you time to relax and prepare for your spa treatment. We understand that issues can arise that may cause you to be late for your appointment. However, we ask that you call to inform us if this ever occurs so we can do our best to accommodate you. Appointment times are reserved for each client, so often times we cannot exceed that reserved time without making the next client late. For this reason, arriving after your appointment time may result in loss of time from your massage so that your session ends at the schedule time. Full service fees will be charged even when sessions are shortened due to late arrival. In return we will do our best to be on time, and if we are unable to do so we will add time to your session to make up for our late arrival or adjust the service charge accordingly.

Inappropriate Behavior Policy

Massage therapy is for relaxation and therapeutic purposes only. There is absolutely no sexual component to massage whatsoever. Any insinuation, joke, gesture, conversation, or request otherwise will result in immediate termination of your session and a refusal of any and all services in the future. You will be charged the full service fee regardless of the length of your session. Depending on the behavior exhibited we may also file a report with the local authorities if necessary. Treat your therapist with respect and dignity and you will be treated the same in return.

Cellphone & Device Policy

Since our goal is to provide a relaxing and tranquil environment, we ask our guests during each visit to mute all communication devices.

Child and Infant Policy

We love all children and thank you for your understanding: please arrange for child care before arrival. For the comfort of all guests.

By signing below, you agree to abide by these policies.

Client Signature

Date