**Terms & Conditions**

**­Booking:** At the time of booking a non-refundable 50% deposit is required in order to reserve your appointment. A brief phone interview must be done prior to the booking confirmation.

**Cancellation/ Refunds:** Please give a 24-hour notice if you need to cancel an appointment. If notice is not given within 24 hours you will not receive your 50% deposit back.

All service/products sold are final sale. No refunds will be issued once service has been completed.

**Scope of practice:**

**Massage**

Licensed Massage Therapists do not diagnose or prescribe for medical conditions. The massage therapist is required to refer you for diagnosis and to follow recommendations of your physician.

**Aromatherapy**

Aromatherapy is not a licensed profession.

The Certified Aromatherapist is not qualified to diagnose or treat specific medical conditions. Suggesting the use of essential oils, based on knowledge, is not a medical treatment and must not be treated as such.

**RESPECT FOR CLIENT NEEDS AND BOUNDARIES**

**Massage**

The client may choose to: refuse any massage methods and/or stop massage at any time.

**Aromatherapy**

The client may choose to refuse specific aromas/ essential oils prior to blending or prior to an aromatherapy massage.

**PROFESSIONAL BOUNDARIES**

Requests for sexual activity will not be tolerated, will be viewed as solicitation, and reported to the proper authorities under the guidelines of the massage therapy policies and procedures. The client will not be rescheduled if this occurs.

Sexual interaction or discussion of any kind between the client and the massage therapist is NEVER appropriate.

The massage therapist has the right to stop a session at any time.

**CONFIDENTIALITY AND CONVERSATION**

Any information received from clients shall be deemed strictly personal and confidential. Poetic Energy agrees it shall not share any information received from client to any person or entity without such client’s prior written consent except where applicable by law.

**EXISTING AND NEW MEDICAL CONDITIONS**

It is the responsibility of the client to keep the massage therapist informed of any medical treatment currently being taken, and to provide written permission from the physician, chiropractor, physical therapist, etc., that the massage may be continued.

If you have a serious medical condition, have just undergone surgery or are receiving other treatment, a doctor's written permission may be required before receiving massage therapy. If you have any concerns, please seek medical advice.

The client must also keep the massage therapist informed of any changes in health conditions.