Hands On OC Massage & Bodywork

with Michael Roberson, CMT, BCTMB

1601 Dove Street, Suite 278, Newport Beach, CA 92660

949.292.9207 michael@handsonoc.com

www.HandsOnOC.com

**Cancellation Policy**

I respectfully request you to provide a minimum of **6-hours notice** of any schedule changes or cancellation requests. Please understand, when you cancel or miss your appointment without the said minimum **6-hour** **notice**, you will be expected to pay for the scheduled appointment.

I understand that emergencies can arise, and illness do occur at the most inopportune time. If you have a fever, cold or flu like symptoms, (or within the last 48 hours), please cancel. If you have experienced vomiting or diarrhea within the last 24 hours prior to your appointment, please cancel. Should bad weather be a concern for your own safety, please cancel.

Late cancellations due to emergency, illness, or inclement weather generally will not result in a missed session charges, but this is determined on a case-by-case basis. I provide 1 (one) “life happens” late cancellation pass that may be used in lieu of charges. This is only offered once. Additional late cancellations are expected to be paid for the service time reserved.

**Please do not risk your own (*or my own*) personal health and safety to keep an appointment.**

**Late Arrival Policy.**

It is requested that you arrive 10-15 minutes prior to your scheduled appointment to allow time to fill out any required paperwork or answer questions with your therapist. I understand that issues can arrive that may cause you to be late for your appointment. However, I ask that you call to inform me of the situation to see if we can still accommodate your appointment. If we are able to accommodate schedules, your full service will be provided. If not, the time that remains of your scheduled appointment will be provided at the full scheduled service rate. Likewise, I plan to be on time for your appointment. If I cannot do so, I will adjust your time and/or service costs 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 to provide illicit behavior, will result in the immediate termination of your service. You will be expected to make full payment of the scheduled service. Depending on the extent of your behavior exhibited, a report can be made with the local authorities. Treat your therapist with respect and dignity and you will be treated the same in return.

By signing below, I agree to the polices.

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_

California Massage Therapy Council (CAMTC 4487) **National Certification Board for Therapeutic Massage and Bodywork (NCBTMB 397447)** American Massage Therapy Association (AMTA 158318), Association of Bodyworkers and Massage Professionals (ABMP 861487)

Newport Beach Business License BT30062610