

## **Abundant Healthy Life Client Policies**

### **My requirements of clients:**

1. Sessions begin and end at scheduled times. Sessions that begin late because the client arrived late end at the appointed time and are full price.
2. Clients are present (not under the control of drugs or alcohol).
3. Clients provide a health history and update when necessary.
  - a. Clients who are pregnant should communicate that in advance.
  - b. Clients who struggle with PTSD or trauma related issues should communicate that history in advance so sessions can be performed in a way that helps everyone have a safe and helpful experience.
  - c. Clients who struggle with dissociation should communicate that history in advance and should expect the session to be immediately discontinued if dissociation occurs during massage.
4. Payment is due at the time of service.
5. If cancellation is necessary, client gives 24-hour notice or is charged for the appointment.
6. All clients must have a credit card on file.
7. Sexual harassment is not tolerated. If the massage therapist believes her safety is compromised the session is ended immediately.
8. The office is a non-smoking, non-vaping, drug free environment.
9. Clients are clean, having showered the same day as treatment.
10. Clients do not eat a heavy meal less than 2 hours prior to the treatment.
11. Clients communicate openly about their comfort level and preferences during treatment, including injured areas of the body to avoid, pressure preferences, or discomfort of any kind.

### **What clients can expect from me:**

1. I provide my clients with a competent and professional session each time they come for an appointment, addressing the client's specific needs for that session.
2. I am available to my clients between the hours of 7am and 6pm on office days and clients may reach me via email, phone, or text on a 24-hour basis.
3. I will return calls, emails, or texts within 24 hours, unless I am out of town.
4. Clients are always treated fairly and with respect and dignity.
5. I charge a fair price for my services and do not accept suggestions regarding my rates.
6. I accept exact cash or credit cards. I do not checks. Barter is not an acceptable form of payment for services rendered.

7. I do not accept tips.
8. I do not provide direct billing for insurance.
9. Appointments are confirmed the day before the session.
10. I customize my treatment to meet the client's needs and adjust immediately based on client feedback.
11. I stay current with information and techniques by reading, receiving regular sessions of the same service I provide, and participating in at least 6 CEU's annually.
12. I respect all clients regardless of their age, gender, race, national origin, sexual orientation, religion, socioeconomic status, body type, political affiliation, state of health, or personal habits.
13. Privacy and confidentiality are maintained at all times.
14. If I need to cancel an appointment, I do so within 24 hours whenever possible. If an emergency arises and I cannot keep an appointment, I provide a 50% discount on the client's next session.
15. My equipment, supplies, and office space are clean and safe and in good working order.
16. Personal and professional boundaries are respectful at all times.
17. If a client is dissatisfied with a treatment, and no other arrangement can be agreed upon, a 50% refund of the treatment is honored.
18. Clients are draped with a sheet or towel at all times during the session. Only the parts of the body being worked on are uncovered at any time.
19. Although I provide spiritual, mental, emotional, and relational biblical counseling within the overall practice, therapeutic massage is never offered concurrently with counseling. I provide counseling and massage within different appointment times.
20. I perform services for which I am qualified (physically and emotionally) and able to do so, and I refer my clients to appropriate specialists when work is not within my scope of practice or not in the client's best interest.