



Policy Notification

Cancellation Policy:

We respectfully ask that you provide us with a twelve (12) hour notice of any schedule changes or cancellation requests. Please understand that when you cancel or miss your scheduled appointment without providing a 12-hour notice we are often unable to fill that appointment time. This is not only an inconvenience to your therapist, but oftentimes it also means that our other clients miss out on the opportunity to receive the services they need as well. **For this reason, we require a credit card to be held on file in order to book all appointments. You will be charged 50% of the service fee for the first missed session, and 100% of the service fee for each session missed thereafter.**

We understand that emergencies can arise and illnesses do occur at inopportune times. If you have a fever, a known infection, or have experienced vomiting and/or diarrhea within 24-hours prior to your scheduled appointment, we request that you reach out and cancel or reschedule your appointment for a later time. Inclement weather may also result in the need for late cancellations. We will do our very best to give advance notice if we are closing or need to cancel due to bad weather, or illness, and we ask that you please do the same. Please do not risk your own safety trying to make your appointment. **Late cancellations due to emergency, illness, or inclement weather will generally not result in any missed session charges, but this is determined on a case-by-case basis.**

Late Arrival Policy

We request that you arrive 5-10 minutes prior to your appointment time.

This allows adequate time to fill out any paperwork, as well as to answer any intake questions your therapist may have. 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 individual client, so often times we cannot exceed that original reserved time without making the next client late. **For this reason, arriving after your scheduled appointment time may result in loss of time from your massage to ensure your session ends at the scheduled 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 ontime, and if we are unable to do so we will add time to your session to make up for late arrival, *or* adjust the service charges 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, and/or request for otherwise will result in immediate termination of your session, **and** a refusal of any and all services in the future. You will be charged for the full service fee regardless of the length of your session. Depending on the behavior exhibited we may also file a report with the Hendersonville Police Department if necessary. Please, treat your therapist with respect and dignity and you will be treated the same in return.

By Signing Below, you agree to these policies.

X _____
Client Signature

Date