

Massage Session Guidelines and Policies

- **COMMUNICATION:** Before the massage, you are encouraged to ask any questions or make any requests. During the massage, if you need an adjustment in the room's temperature or airflow, require more or less pressure, or hate the music – I welcome the feedback.
- **RESCHEDULING/CANCELING:** Should you need to cancel or reschedule your session, 24 hours' notice is required. When you provide a minimum of 24 hours' notice, your session fee will be applied to your rescheduled date. If you NO SHOW or cancel with less than 24 hours notice, you will be charged the FULL RATE. Gift certificates will be void due to late cancellation or No Shows.
- **PAYMENT:** Prepayment is required to secure your appointment. I accept cash, check debit/credit cards. I also accept HSA or FSA debit cards; however, please check if massage is an approved expense before your visit. At this time, I do not bill health insurance directly, but am happy to provide a reimbursement receipt.
- **ARRIVING ON TIME:** If you are an established patient, please arrive 5 minutes before your appointment time. Please arrive 10-15 minutes early if you are a new patient and need to complete new patient forms. If you are late for your appointment, your time may be cut short (with the full rate being charged) in order to serve the patients scheduled after you.
- **PROFESSIONALISM:** In order to maintain a safe, non-judgemental treatment space, inappropriate language is not tolerated. Please refrain from racial slurs and sexual advances. Lack of compliance will result in termination of the massage session and you will be liable for the full payment of the session.
- **MINORS:** A parent/guardian must be present during the ENTIRE massage for any patient under the age of 15. For minors age 16-17, a parent/guardian must remain in the room for the first visit. If the parent/guardian, child and therapist are all comfortable with the minor being in the room by themselves, a parent/guardian does not need to be present for future visits.
- **CELL PHONES:** Please silence your cell phone during your massage visit.
- **CLOTHING:** You will always be appropriately covered, and only the body part(s) that I am working on will be exposed. Underwear is optional.
 - For Correct & Restore sessions, you will remain fully clothed for some or all of the session so please wear comfortable clothing. All clothing, including underwear, must be removed for Hawaiian Lomi Lomi massage.
- **ILLNESS:** Please stay home! If you are not feeling well, we can reschedule at a later date. This is especially important if you have a fever or any other Covid-19 symptoms or know you have been exposed to Covid-19.
 - If you suffer from allergies and have "cold/flu" like symptoms (runny nose and sneezing), please stay home.

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