

One Wave Wellness
Policies and Procedures

Client Name:

Please initial by each box to indicate consent and sign at the end.

☐ **Ethical Boundaries**

Conversation topics: Conversation up to everyone's comfort level is perfectly acceptable. Topics of discussion that are not acceptable include: sex, promotion/excessive amount of toxicity or unpleasantness, and seeking out or sharing personal details about either party beyond their rationally assumed comfort levels.

Gifts: Tipping is highly encouraged, but not required. All gifts and tips given to One Wave Wellness and its affiliates will be received without the pretext of repayment.

☐ **Professional Standards**

Undressing - Clients are expected to take proper measures to ensure - as well as they reasonably can - a private space on the client's premises of choice for the session. The therapist will set up for the session in the designated area, and upon his instruction, the client will be allowed ample time to undress down to their comfort level before he reapproaches the designated session space. The client should be covered by sheets and on the table before he re-enters. He will strongly signal his entrance back into the private area and, with the clients consent, he will then drape the client according to professional standards and proceed.

Draping - Draping of the client's body will be performed in adherence to professionally accepted standards throughout the session for privacy and comfort of both parties.

- ☐ **Premises Standards:** The client is responsible for booking their session at a location that is, to their knowledge, up to current codes and ordinances for that area. The premises will also have a designated area that is reasonably private for the course of the session. If these standards are not met, the therapist reserves the right to cancel the session without recourse to One Wave Wellness and its affiliates and the client forfeits the right to a refund. It is at the therapist's discretion whether the session can be rescheduled for a later time at another venue.

- ☐ **Behavioral Expectations of Children:** While children are always welcome to be present during the session with a responsible adult party (either the client or someone else), they are expected to behave respectfully and attempt to minimize interruptions to the session. The therapist reserves the right to end the session at any time if the children become unmanageable without recourse to One Wave Wellness and its affiliates or a refund to the client.

- ☐ **Cell Phone and Device Use:** Cell phone and electronic device use during the session is strongly discouraged, but not prohibited. If usage during the session becomes an issue (including but not limited to - excessive usage, repetitive interference with the therapist's work, and excessive sound emission), the therapist reserves the right to respectfully ask you to silence or turn off your device, and ultimately reserves the right to end the session without recourse to One Wave Wellness and its affiliates, or a refund to the client.

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- ☐ **Scope of Practice:** The therapist's focus is on manipulating soft tissues, including skin, muscles, tendons, ligaments, and connective tissues. The aim is to improve the overall health and wellness of the client through alleviated pain, reduced stress, and improved circulation while adhering to the professionally and state defined regulations. While the therapist may work in conjunction with a licensed health care practitioner and their directives, the therapist nor any affiliates at One Wave Wellness possess the qualifications to diagnose or treat medical conditions. The client understands that the risks associated with massage therapy include but are not limited to:

- Superficial bruising after the session
- General stiff muscles and soreness after the session
- Emotional effects during the session
- Exacerbation of undiscovered injury

The client therefore releases One Wave Wellness and its affiliates from all liability concerning these injuries that may occur during the massage session.

- ☐ **Client Communication and Modification:** The client is expected to advise the therapist about their pain and tolerance status throughout the session. If the client does require modifications with the therapist at any point, the request must be made in a reasonable manner (i.e. clear communication through verbal and physical means).
- ☐ **Right to Refer:** The therapist reserves the right to refer the client to a healthcare professional at any time. If it is found before the massage begins that there is a medical issue that will prevent the session from continuing, it is at the discretion of the therapist whether a refund, be it full or partial, will be issued. If the medical issue is discovered before the session is 50% completed, it is at One Wave Wellness and its affiliates discretion whether a partial refund will be credited back to the client. A refund will not be considered once the session has progressed to 50% completion and beyond, no matter the reason for termination.
- ☐ **Massage Termination:** Both parties reserve the right to terminate the session for any given reason without recourse to One Wave Wellness and its affiliates or a refund to the client.
- ☐ **Hygiene and Sanitation**
- Expectations of Therapist:** The therapist is required to always provide safe and sanitized equipment and accessories when on-site and performing services. This equipment and the accompanying accessories shall be sanitized at least once between clients and/or sessions, depending on hygienic needs. The therapist himself will be well-kempt and hygienic for the entirety of each session. This includes but does not limit to: keeping nails to an appropriate length, maintaining proper hand-washing techniques, as well as presenting well-groomed and cleanly.

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Expectations of the Client: The client is asked to have showered the same day/ prior to their scheduled session. The therapist reserves the right to refuse service and terminate the session due to hygienic reasons and personal safety risk without recourse to One Wave Wellness and its affiliates if hygienic needs are poorly tended to. This includes but is not limited too: Excessive acne, contagious illness, certain transferable skin conditions, and excessively poor hygiene.

- ☐ **Cancellation/Late Appointment:** One Wave Wellness and its affiliates reserve the right to cancel the session and consider rescheduling if the client is 15 minutes or later arriving for their session. In this event, no refunds will be issued to the client, without recourse to One Wave Wellness and its affiliates. If provided notice 24 hours or more before the appointment time of a cancellation, for any reason, a full refund may be issued to the client or purchaser. If notice is not provided before that time, the opportunity for a refund is forfeited.

Sick Cancellation: If notice is given to One Wave Wellness one hour prior or earlier than the scheduled appointment time, a refund will be considered at the discretion of One Wave Wellness and its affiliates.

- ☐ **Confidentiality and Personal Data:** One Wave Wellness and its affiliates take the right to medical privacy seriously, and therefore proudly uphold HIPAA standards. For more information on HIPAA, please visit <https://www.hhs.gov/hipaa/for-professionals/privacy/laws-regulations/index.htm>. It is also common practice to securely store and routinely securely purge confidential documents as they pertain to sensitive information. One Wave Wellness and its affiliates also will not sell, share, or market client information, with the exception of alerting the proper channels in the event of a medical crisis.

- ☐ **Insurance:** Insurance is not accepted at this time.

- ☐ **Payment Expectations:** Payment is expected in full by either cash or card payment to the therapist immediately following the appointment and before he exits the premises. This excludes existing payment arrangements. To be considered for a payment arrangement, please contact One Wave Wellness one week prior or earlier than your appointment time to discuss options. Most services require a non-refundable deposit. For services paid for in advance, a partial refund in the event of cancellation, particularly due to client illness or extenuating circumstance, is at the discretion of One Wave Wellness and its affiliates. Failure to promptly pay will result in termination of the relationship between the client and One Wave Wellness and its affiliates as well as present legal implications for the client in the form of damages sought for lack of payment.

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- ☐ **Refunds:** “Refund” is defined as a credit back to the client, either in the form of returned payment or session credits as is determined by One Wave Wellness and its affiliates, in the entire amount - including deposit - of the session cost. Refunds will not be issued in any event unless the situation warranting the refund is outlined in this document. Refunds may only be issued at One Wave Wellness and its affiliates discretion by an authorized One Wave Wellness representative. If the session is terminated before 50% completion, it is at One Wave Wellness and its affiliates discretion whether a partial refund will be credited back to the client. Once the session has progressed to 50% completed or more, the client automatically assumes financial responsibility for the entire session cost, regardless of the reason for terminating the session.
Gift Card Refunds: Gift cards are non-refundable and unable to be presented to receive other services other than the ones specified on the certificate itself. Gift certificates are only valid for presentation by the name holder listed on the certificate itself. They do not expire unless the certificate number and authorized signature are missing or unidentifiable, in which case the certificate is null and void as payment with no refunds issued to the client or purchaser.
- ☐ **Disputes, Concerns, And Resolutions:** Clients are always welcome to submit concerns and remarks with a form that can be found on our website, www.onewavewellnesswyo.com. If it is desired, a preferred contact method can be left in the ‘Message’ section of the form for follow-up and resolution if possible. If anonymity is desired, please input the required email address as onewavewellnesswyo@gmail.com. If matters become legal, they must be handled through civil litigation, with the litigation details being left to the discretion of One Wave Wellness and its affiliates. This includes but is not limited to venue and litigation style.
- ☐ **Release of Liability:** One Wave Wellness, all of its affiliates, representatives, and connections are not responsible for damages or losses incurred to the premises of choice or client condition before, during, or after the session. If damages are incurred, the client is expected to first alert One Wave Wellness as applicable as well as cover the cost of damages with their own means and seek professional guidance regarding their issue. One Wave Wellness and its affiliates do not assume responsibility for physical, emotional, tangible, or intangible damages incurred due to the fact that the client can always use clear communication and reason to guide the therapist in their care and their desired session space. The client, or affected party, assumes responsibility for damages incurred unless the legal burden of proof is met to legally implicate One Wave Wellness and its affiliates. One Wave Wellness will be the first contact with a concern or issue. If unalerted, it is unreasonable to assume any affiliates or persons involved with One Wave Wellness could have resolved the concern or issue and the client forgoes their opportunity for in-house resolution.

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By signing this policies and procedures document, I, represented as the client in this document, have read and am consenting to the terms and conditions set forth by the document and agree to honor them in full. I also understand the risks associated with massage therapy and will keep my therapist up-to-date on any medical changes or concerns as they pertain to his scope of practice. I understand there also may be additional risks based on my personal condition. If, at any point, there is a failure to honor any aspect outlined in this document, One Wave Wellness and its affiliates reserve the right to terminate the relationship with the client and collect prior debts owed through utilization of proper legal channels.

Printed Name: _____

Signature: _____

Date: _____