



ILLNESS & EMERGENCY POLICY

Your health and safety—as well as that of other clients and your therapist—are important to us. This policy outlines what to do if illness or emergencies arise before your scheduled appointment.

If You're Sick

If you are experiencing symptoms of illness (such as fever, cough, sore throat, congestion, nausea, or other signs of illness), please contact us as soon as possible to reschedule. Massage therapy is not recommended while you are actively ill, and attending your appointment may put others at risk.

Emergency Situations

We understand that emergencies happen. If you are unable to attend your appointment due to a verifiable emergency (e.g., sudden illness, accident, family crisis, or inclement weather), cancellation or rescheduling fees may be waived at the discretion of Flow Motion Mobile Massage.

Notice & Communication

If you need to cancel or reschedule due to illness or an emergency, please contact us by phone, text, or email as soon as you are able. We appreciate prompt communication whenever possible.

Therapist Illness / Emergency / Delayed Arrival to Mobile Services

In the event that your therapist is sick or experiences an emergency that causes the cancellation or significantly delayed start to your mobile services appointment, we will contact you immediately to reschedule your appointment at no charge.

Prevention & Consideration

Please reschedule your appointment if you are actively sick. I aim to provide a clean and safe environment for all clients, and appreciate your cooperation.

By scheduling an appointment, you acknowledge and agree to this illness and emergency policy.

Client Name (Please Print)

Client Signature

_____/_____/_____
Date

MESSAGE BUSINESS NAME

123 MAIN ST., CITY, STATE, ZIP, | EMAIL@WEBSITE.COM | WWW.MYMASAGEWEBSITE.COM

Policy Updated 6/1/2025