

Policy Notification

Thank you for choosing On Point Massage, (Cody Wilson, LMT) as your massage and bodywork provider. To provide the best service possible to my clients, the following policies have been implemented:

Cancellation & No Show Policy

On Point Massage requires at least 24 hours notice to cancel an appointment. Clients who cancel an appointment with less than 24 hours notice will be billed 50% of the price of the scheduled service. Clients who do not show up for a scheduled appointment or notify On Point Massage in advance will be billed for the full price of the scheduled service. I understand that emergencies and illnesses can arise, therefore last-minute cancellations due to things such as verifiable emergencies, illnesses or inclement weather will generally not result in any missed session charges, however this is to be determined at the practitioner's discretion.

Late Arrival Policy

All scheduled appointments will end at the scheduled ending time, to keep all other clientele on schedule. Clients who arrive late for their scheduled appointment will be charged for the full session and will not receive a time extension. **For your first appointment, please arrive at least 15 minutes prior to your scheduled appointment time to allow time to complete the Client Intake Form.** For all other appointments, please arrive at least 5 minutes before your scheduled appointment time to allow time to undress and get on the table to enjoy a relaxed and unhurried experience.

Massage Termination

Only professional massage and bodywork services for relaxation or therapeutic purposes are offered at the massage practice. Massage services will be terminated immediately in the event of inappropriate conduct of any kind. This includes harassment, suggestive or threatening speech or behavior, sexual advances or requests, or disrespectful actions or language. A session will not be conducted if the client is under the influence of drugs or alcohol. If the massage is terminated for any of these reasons, full payment for the scheduled session is still required. If a client is found to do any of the above, the practitioner reserves the right to expel the acting client.

Draping Policy

As per state law, clients will be required to be appropriately draped with a sheet and/or towel during their massage. Only areas of the body that are currently being treated will be exposed. The breast and genital areas will always remain draped and are never massaged.

Signing below indicates that you have read, fully understand, and will abide by the massage policies as listed above.

Client Printed Name _____

Client Signature _____ Date _____