

# Body By Barb

## CANCELLATION, RESCHEDULE, & NO- SHOW POLICY

We understand that life happens and you may need to reschedule or cancel an appointment. To respect the time of both our therapists and other clients, we ask that you follow the guidelines below.

### Notice Requirement

Clients must provide a minimum of 24 hours' notice to cancel or reschedule an appointment. Anything less than 24 hours of the appointment time will result in a 50% or 100% service fee depending on the situation.

### How to Cancel or Reschedule

You may cancel by calling, leaving a detailed voicemail, texting us in detail about the cancellation at 518-918-4736 or email us in detail at [bodybybarblmt@gmail.com](mailto:bodybybarblmt@gmail.com). You may reschedule using our online booking system. Please log into your account through the website [bodybybarblmt.com](http://bodybybarblmt.com) to access the booking system. We do not accept cancellations or rescheduling via social media.

### Late Reschedule / Cancellation Fee

If you cancel or reschedule with less than 24 hours notice, a 50% fee of the scheduled service will be charged to your card on file. If you booked online and paid the 50% non-refundable deposit and are cancelling or rescheduling within less than 24 hours notice you have now forfeited your deposit. If you are using a membership or package, one full session will be deducted. This includes any cancellation or rescheduling of appointments, regardless of reason, including illness. Please plan accordingly.

Missed appointments without any notice are subject to our separate No-Show Policy.

### Booking Confirmation

We will send a booking confirmation and a reminder 48 hours before your appointment. Please confirm or reschedule as needed.

### No-Shows

A no-show is defined as missing an appointment without providing prior notice within 24 hours of your appointment time. In such cases, the full fee of the service scheduled will be charged. Package and membership clients will forfeit one session. Gift certificate appointments will lose the session's value. Repeated no-shows (2 or more within 6 months) may result in a requirement to prepay in full or suspension of booking privileges. A third no-show will also result in being restricted from rescheduling in the future.

\_\_\_\_\_  
Client Name (Please Print)

\_\_\_\_\_  
Client Signature

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Date

BODY BY BARB LLC

8 WINTER ST. TROY NY 12180 | [BODYBYBARBLMT@GMAIL.COM](mailto:BODYBYBARBLMT@GMAIL.COM) | [WWW.BODYBYBARBLMT.COM](http://WWW.BODYBYBARBLMT.COM)

Policy Updated 3/1/2026

# Body By Barb

## LATE ARRIVAL POLICY

We value every client's time and strive to provide high-quality service to everyone on our schedule. To maintain fairness and flow throughout the day, the following policy applies to late arrivals.

### Arrival Expectations

Please arrive at least 5–10 minutes prior to your scheduled appointment time to allow for check-in, paperwork, or preparation.

### Grace Period

We allow a brief grace period of up to 5 minutes. After this, your session time may be reduced to avoid delaying the next appointment. We will do our best to accommodate minor delays when possible.

### Reduced Session Time

If you arrive late, your session will end at the originally scheduled time. The full fee for the scheduled service will be charged, regardless of any reduced hands-on time.

### Rescheduling Due to Lateness

If you are running more than 15 minutes late, we may need to reschedule your appointment. Rescheduling fees may apply and are subject to availability and therapist discretion.

### Chronic Late Arrivals

Clients who consistently arrive late may be asked to prepay for future sessions or may no longer be eligible to book services.

### Communication

If you anticipate being late, please call or text us as soon as possible 518-918-4736. This allows us to adjust as needed and keeps your therapist informed.

By scheduling an appointment, you acknowledge and accept this policy. Your cooperation helps us serve all clients effectively and is greatly appreciated.

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Client Signature

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Policy Updated 3/1/2026

# Body By Barb

## DRAPING POLICY

Your comfort, safety, and privacy are top priorities. This policy outlines how we ensure appropriate draping and uphold professional boundaries during all massage therapy sessions.

### Draping Procedures

Professional draping will be used at all times. Only the area being worked on will be undraped; the rest of the body will remain securely covered with a sheet or blanket.

**For female clients**, the chest area and genitals will remain fully draped throughout the session unless specific upper chest work has been requested and consented to. This type of work is performed professionally and with clear boundaries.

**For male clients**, the chest may be undraped during upper body work if necessary and appropriate for the service being provided. The genitals will remain covered at all times.

### Client Comfort

Clients are encouraged to communicate at any time during the session if they feel uncomfortable or wish to adjust the draping. Your comfort is important, and adjustments will be made as needed.

### Clothing Options

Clients may choose to undress to their level of comfort. It is common to undress to underwear or fully undress depending on the service, but it is not required. You will always be draped securely and appropriately. Thai massage is fully clothed.

### Professional Boundaries

Inappropriate behavior, requests, or comments will result in the immediate termination of the session and may lead to refusal of future services.

By receiving services at our practice, you acknowledge and agree to this draping policy, which is designed to protect both the client and the therapist.

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Client Name (Please Print)

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Client Signature

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Policy Updated 6/1/2025

# Body By Barb

## MASSAGE TERMINATION POLICY

We are committed to creating a safe, respectful, and professional environment for every client. This policy explains the circumstances under which a massage session may be ended early or services may be discontinued entirely.

### **Inappropriate Conduct**

Massage therapy is a professional, therapeutic service. Any inappropriate behavior—including sexual remarks, solicitation, suggestive comments, or touching—will result in the immediate termination of the session. Full payment will still be required, and future services may be refused.

### **Disruptive or Unsafe Behavior**

If a client is under the influence of drugs or alcohol, becomes verbally abusive, or displays aggressive or threatening behavior, the therapist has the right to end the session immediately for safety reasons. Future appointments may be canceled or denied.

### **Medical or Physical Concerns**

If a therapist determines that continuing the session would be unsafe for medical reasons (e.g., illness, injury, or contraindications), they may stop the massage and recommend a different course of action. In some cases, a partial refund or credit may be offered.

### **Client-Initiated Termination**

Clients have the right to end the session at any time. If a client chooses to end a session early for non-emergency reasons, the full session fee may still apply unless otherwise agreed upon.

### **Refusal Due to Illness or Late Arrival**

If a client arrives while visibly ill or significantly late, the session may be shortened, rescheduled, or refused altogether, depending on the situation. These decisions are made in alignment with our illness and lateness policies. Applicable fees may still apply.

We reserve the right to decline or discontinue services at the therapist's discretion in order to maintain a safe and professional environment.

By receiving services at our practice, you acknowledge and agree to this massage termination policy.

\_\_\_\_\_  
Client Name (Please Print)

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Client Signature

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Policy Updated 3/1/2026

# Body By Barb

## CLIENT RIGHTS & RESPONSIBILITIES

As a client receiving massage therapy services, you are entitled to respectful, professional treatment. This document outlines your rights and responsibilities to help ensure a safe, ethical, and effective therapeutic relationship.

### Client Rights

- To expect professional boundaries, appropriate touch, and that therapists act within the limits of their training
- To be treated with dignity, respect, and professionalism at all times
- To receive services that are safe, ethical, and within the therapist's scope of practice
- To ask questions and receive clear information about your treatment
- To provide informed consent before beginning any session or technique
- To modify or withdraw consent at any time during the session
- To refuse any part of the massage without affecting your future care
- To privacy and confidentiality regarding your health information and sessions
- To access your client records upon written request

### Client Responsibilities

- To ask questions and provide informed consent before any technique is used; to understand that massage is not a substitute for medical diagnosis or treatment
- To share preferences and feedback during the session so that treatments remain safe, comfortable, and effective
- To arrive on time and communicate schedule changes promptly
- To provide complete and accurate health information
- To communicate preferences, discomfort, or concerns during the session
- To maintain personal hygiene for mutual comfort and safety
- To treat the therapist and staff with respect and courtesy
- To comply with office policies, including cancellation and conduct guidelines

By receiving services at our practice, you acknowledge and agree to uphold these rights and responsibilities.

\_\_\_\_\_  
Client Name (Please Print)

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Client Signature

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Date

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Updated 3/1/2026

# Body By Barb

## CLIENT PRIVACY & CONFIDENTIALITY POLICY

Your privacy is important to us. This policy explains how your personal information is collected, used, stored, and protected during the course of receiving massage therapy services.

### Client Records

All client records, including intake forms, health history, treatment notes, and session details, are kept strictly confidential. These records are stored securely and are accessible only to authorized personnel.

### Use of Information

Personal information is collected solely for the purpose of providing safe and effective massage therapy services. This information is used to tailor your treatments, maintain accurate records, and comply with legal and professional standards.

### Disclosure of Information

Your information will never be shared with third parties without your written consent, unless required by law (e.g., subpoena, court order, or mandatory reporting of abuse or threats of harm).

### Client Rights

You have the right to access your records, request corrections, and ask questions about how your information is handled. Requests must be made in writing.

### Communication Privacy

Any communication between you and your therapist—whether verbal, written, or electronic—will be treated with confidentiality. Electronic communication (e.g., email or text) will be used responsibly and only when necessary.

By receiving services at our practice, you acknowledge and agree to this privacy and confidentiality policy.

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Client Name (Please Print)

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Client Signature

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Date

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## POLICIES ACKNOWLEDGEMENT FORM

By signing below, you confirm that you have read, and understand the policies provided by this practice. These policies are intended to promote clear communication, mutual respect, and a safe, professional environment for both client and therapist.

The policies you are acknowledging include (but may not be limited to):

- Cancellation, Reschedule, & No- Show Policy
- Late Arrival Policy
- Draping Policy
- Massage Termination Policy
- Client Rights & Responsibilities
- Client Privacy & Confidentiality Policy

Your signature indicates that you:

- Have seen the location of these policies on the website [bodybybarblmt.com](http://bodybybarblmt.com)
- Have read a physical copy of these policies while at Body By Barb LLC location.
- Understand and agree to abide by them
- Know how to contact the practice with questions or updates

Please review each policy carefully. If you have any questions or concerns, we encourage you to ask before signing this form.

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Updated 3/1/2026