



## Business Policies & Standards

Columbia Massage Clinic adheres to all applicable guidelines set forth by the Department of Health and the Centers for Disease Control and Prevention. All of our clients' personal information, medical conditions, treatments and records are protected with 100% confidentiality. Our Licensed Massage Therapists adhere to the AMTA Code of Ethics & Standards of Practice.

## Prices & Payment

Our pricing is published and fully disclosed. Clients will be charged based upon our current session. Payment is required at the time of service. We accept Master Card, Visa, American Express, Discover cards, Venmo, cash, or personal check. You may also choose to be invoiced via email prior to your session to pay with credit or debit card. Clients will be charged twice the amount of applicable services for any returned checks.

## Health Insurance & Flex Spending Plans

Many "Flexible Spending Plans" cover medically necessary massage therapy. We can provide, at your request, an invoice for services allowing you the opportunity for reimbursement. In all cases, payment in full is required at the time of service.

## Cancellation Policy

Each appointment is very important to us. We reserve each time slot for only one client. We respect the value of your time and ask that you reciprocate this level of professionalism. **Cancellations are required 24 hours in advance of your scheduled appointment.** Cancellations with less than the required notice are subject to a fee equaling 50% the scheduled session. This fee will be invoiced via email. Clients arriving late for their scheduled appointment may only receive Bodywork for the remaining session time. Payment for the full session is required. Clients failing to show for a scheduled appointment will be charged for the entire missed session.

Please sign below acknowledging that you have read, understand and agree to our policies and procedures.

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_