

# Policy Notification

Thank you for choosing us as your massage and bodywork provider. In order to provide the best service possible to our clients, we have implemented the following policies:

## Cancellation and No-Show Policy

We require 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 scheduled service. Clients who do not show up for a scheduled appointment or notify us in advance will be billed for the full price of the scheduled service. We understand that emergencies and illnesses can arise, therefore the cancellation fee may be waived for emergencies at the practitioner's discretion.

## Late Arrival Policy

All scheduled appointments will end at the scheduled ending time in order for us to stay on schedule. Clients who arrive late to their scheduled appointment will be charged for the full session and will not receive a time extension. For your first appointment, please arrive 15 minutes prior to your scheduled appointment time to allow time to complete the intake forms. For all other appointments, please arrive 5 minutes prior to your scheduled appointment time to allow time to enjoy a relaxed and unhurried experience.

## Massage Termination

Only professional massage and bodywork services for relaxation or therapeutic purposes are offered at this massage practice. Massage services will be terminated immediately in the event of inappropriate conduct of any kind. This includes harassment, 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 session is still required.

## Draping Policy

Clients will be appropriately draped with a sheet and/or towel at all times 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. The client is always welcome to undress to their level of comfort or to remain clothed during a session.

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

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Date \_\_\_\_\_