

Policy Notification

We appreciate that you've chosen us for your massage and bodywork needs. To provide the best service possible to our clients, we have implemented the following policies.

Cancellation Policy

Due to many last-minute cancellations, clients who have more than 3 last-minute or same-day cancellations will be required to make a deposit on their next session or withdraw from standing sessions. Cancellations less than 48 hours will be charged 100%. Please advise 72 hours in advance if changes need to be made. There is a \$20 rescheduling fee for 72 hours, and a 100% fee will be collected for 48 hours, same-day cancellations, and session changes. These fees are to be paid before the next session can be booked.

Late Arrival Policy

We request that you arrive 5-10 minutes before your appointment to allow time to fill out any required paperwork and answer any intake questions your therapist may have. We understand that issues can arise that may cause you to be late for your appointment. However, we ask that you call to inform us if this occurs so we can do our best to accommodate you. Appointment times are reserved for each client, so often, we cannot exceed that reserved time without making the next client late. For this reason, arriving after your appointment may result in losing time from your massage so that your session ends at the scheduled time. Full-service fees will be charged even when sessions are shortened due to late arrival. In return, we will do our best to be on time, and if we cannot do so, we will add time to your session to make up for our late arrival or adjust the service charge accordingly.

Inappropriate Behavior Policy

Massage therapy is for relaxation and therapeutic purposes only. There is absolutely no sexual component to massage whatsoever. Any insinuation, joke, gesture, conversation, or request otherwise will result in immediate termination of your session and a refusal of any and all services in the future. You will be charged the full-service fee regardless of the length of your session. Depending on the behavior exhibited, we may file a report with the local authorities if necessary. Treat your therapist with respect and dignity; you will be treated the same way.

By signing below, you agree to abide by these policies.

X

Client's Name

X

Date