

Massage Therapy Notification of Policies

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

MASSAGE THERAPY CANCELLATION POLICY

Sometimes schedule adjustments are necessary, when these situations occur, clients should contact our office with a **MINIMUM 24-hour** advanced notice to cancel and/or reschedule their massage therapy appointment. Appointments may be cancelled/rescheduled **WITHOUT CHARGE** up to 24 hours preceding the scheduled appointment time.

Please keep in mind that the therapist reserves the appointment time specifically for each client. Late cancellations, client no-shows, late rescheduling, and late arrivals leave the therapist with unused appointment times. Forgetting or canceling an appointment without giving adequate notice results in the therapist missing the opportunity to fill that opening.

For this reason, clients that do not honor their appointments or fail to give a 24-hour advanced cancellation notice, will be charged the following late cancellation fees.

- Cancelling/Rescheduling **LESS THAN 24 hours** prior to the scheduled appointment time results in a charge equal to **50%** of the anticipated service charge the client was scheduled for.
- No Shows, not calling to cancel and not showing up for scheduled appointment:
 - **FIRST OFFENSE = 50%** of the service charge that the client was scheduled for.
 - **SEBSEQUENT OFFENSE(S) = 75%** of the service charge that the client was scheduled for.
 - **No Show more than twice in a 6 month period:**
 - **PREPAYMENT** for services is required when scheduling future appointment(s) and/or client may be denied ability to schedule future massage therapy services.
 - Client forfeits **100%** of the pre-paid scheduled service charge if client No Shows.
- Late cancellation/reschedule fee and no show fee are expected to be paid within one week of the scheduled appointment in question. Future appointment(s) will not be honored and/or scheduled prior to the fee being paid.

It is understandable that emergencies can arise, illnesses occur at inopportune times, and inclement weather can affect safe travel. Late cancellation due to emergency, illness, or inclement weather will generally not result in any missed appointment fee, but this is determined on a case-by-case basis. In the same regard, our office will be diligent to provide advanced notice to clients if office closure is necessary for any reason or if circumstances require a client appointment to be rescheduled.

LATE ARRIVAL POLICY

It is recommended to arrive 5-10 minutes prior to scheduled appointment times to allow for restroom use, completing paperwork, and communication with the therapist. It is occasionally

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understandable that issues can arise that may cause a client to run late for a scheduled appointment. If this occurs, clients should call the office ASAP and notify staff/therapist.

Appointment times are reserved for each client, so often the reserved time cannot be exceeded without impeding upon the next scheduled appointment slot. For this reason, arriving after a scheduled appointment time will result in a loss of manual therapy time for the client because the session time needs to end as previously scheduled.

- **Late Arrivals will be charged 100% of the full scheduled service fee regardless of the length of the session. (ie) If arrival is 10 minutes late for a 60 minute session, the charge will remain the cost of a full 60 minute session.**

Please note that late arrivals, especially >15 minutes and without notice, are frequently unable to be accommodated and may result in a cancelled appointment and subsequent cancellation fees.

In return, therapists are expected to be on time. If a therapist is late, time will be added to the client session when possible and/or the service charge will be adjusted accordingly.

INAPPROPRIATE BEHAVIOR POLICY

Massage therapy is for relaxation and therapeutic musculoskeletal purposes only.

There is absolutely no sexual component to a massage therapy session whatsoever.

Any insinuation, joke, gesture, conversation, or request otherwise will result in immediate termination of a client session and a refusal of any and all services in the future. Depending on the behavior exhibited, the right to file a report with the local authorities is reserved.

- If a massage therapy session is terminated early due to inappropriate client behavior, the client remains liable for 100% of the full scheduled service regardless of the length of session.

Licensed Massage Therapists are professionals in their trade and are always expected to treat their clients with respect and dignity. In turn, clients are also expected to do the same in return.

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

PRINT CLIENT NAME	CLIENT SIGNATURE	DATE