

## **Balanced Body Healing Massage Policies**

### **Arrival to Your Massage**

Please arrive for your appointment 5-10 minutes prior to the scheduled starting time. This allows you the time to fill out the appropriate client form (new clients), change and prepare for the service. All treatment sessions have a specific time schedule and early arrival allows for a relaxed and unhurried experience. If late arrival is inevitable, your service may be shortened in order to keep on schedule and the original treatment time may be charged.

### **Cancellation Policy and Fees**

Your therapy times are reserved exclusively for you. I value your business and ask that you respect the office scheduling policies. Should you need to cancel or reschedule, please notify me at least 24 hours in advance.

Any cancellations with less than 24 hours of notice are subject to a cancellation fee of \$50. Clients who miss their appointments without giving any prior notification will be charged in full for the scheduled service. I recognize both yours and my time is valuable and have implemented this policy for this reason. When you miss an appointment with me, I not only lose your business, but also the potential business of other clients who could have scheduled an appointment for the same time.

All services require a credit card to guarantee a reservation so please have your credit card ready when booking. You will not be billed unless there is a cancellation or no show. Upon checkout, guests may choose their method of payment and are not obligated to use their credit card for payment.

### **Late Arrival Policy**

All treatment sessions have a specific time schedule therefore I regret that late arrivals may not receive extension of scheduled appointments. In special cases, and when my schedule will allow, I may be able to accommodate a partial or full appointment. This will be at my discretion and only with proper, advanced notification of your late arrival. The original reservation fee will be charged.

### **No Show Policy**

I understand that unanticipated events occur in everyone's life. Unforeseen events such as car problems, business meetings and children's illnesses, are just a few reasons why one might consider canceling a massage appointment. However, I ask that you call if you cannot keep your appointment. Clients who miss their appointments without giving any prior notification will be charged in full for the scheduled service.

### **Informed Consent**

Prior to each massage session, the treatment plan will be discussed with you. At your first visit with me you will be asked to sign the treatment consent form stating that you have read the

information, understand it, and agree to comply with the professional massage therapy policies and procedures.

## **Reservations**

In order to help ensure that you obtain your desired appointments, I recommend scheduling your appointment as far in advance as possible to ensure availability. To accommodate your desired appointment a credit card is required at the time of booking to guarantee your reservation. I hold this information as part of my cancellation policies and only make necessary charges to your account on the date of your scheduled service. Details of our cancellation policy are provided below.

\*Please notify me of any allergies or sensitivities to aromas or ingredients when you schedule your appointment.

## **Scope of Practice**

I am a licensed professional and held to the highest standards of the American Massage Therapy Association.

Massage Therapy is a profession in which the practitioner applies manual techniques, and may apply adjunctive therapies, with the intention of positively affecting the health and well-being of the client.

Licensed Massage Therapists do not diagnose or prescribe for medical conditions. You may be referred to a medical doctor for diagnosis or treatment. My services are not intended as an alternative for proper medical attention for specific conditions. Please refer to a medical doctor for any specific condition which requires medical treatment.

## **Respect for Client Needs and Boundaries**

I am happy to adjust pressure, temperature, musical volume, work longer on an area or move on if you request it.

The client may choose to: leave on as much clothing as needed for comfort, refuse any massage methods, stop massage at any time.

The client will always be modestly draped. Only the area being massaged will be undraped. The clients will be kept informed of the area to be massaged.

Sexual interaction or discussion of any kind between the client and the massage therapist is NEVER appropriate.

## **Confidentiality and Conversation**

I treat all client visits and conditions as confidential. As such, I will not discuss your visit with anybody without your express permission.

You may choose to talk or not talk during the massage. Conversation will be guided by the client's direction.

### **Existing and New Medical Conditions**

It is the responsibility of the client to keep the massage therapist informed of any medical treatment currently being taken, and to provide written permission from the physician, chiropractor, physical therapist, etc., that the massage may be continued.

The client must also keep the massage therapist informed of any changes in health conditions.