1. **Arrival**:
   1. In addition to this form, please print and complete your Massage Intake form.
   2. Please arrive 10 minutes before your appointment, as you will be required to pre-pay for your session.
2. **Cancellation1** - To avoid being charged the full amount of a missed appointment, please call the front desk *24 hours in advance* if you will be unable to make your scheduled appointment. This will allow your appointment to be rescheduled as quickly and conveniently as possible for you.
3. **Late Arrivals** - On the first occurrence, you will be reminded of the scheduled appointment time. Depending upon the circumstance AND the amount of time left in the appointment, you may:
   * Be offered the full appointment IF the day’s schedule allows,
   * Be offered the remainder of the appointment at a prorated price, at which time a plan will be negotiated, or
   * Offered the opportunity to reschedule a full appointment.

**Note:** In any case, you will be informed that subsequent Late Arrivals will end at the scheduled time and be charged at full price.

1. **No Shows** - On the first occurrence, attempts will be made to contact you after 15 minutes. Depending upon the circumstance:
   * You will be reminded of the scheduled appointment and offered the opportunity to reschedule.

**Note:** In any case, you will be informed that subsequent No Shows will be charged at full price and may jeopardize future appointments.

1. **Illness** - If you arrive obviously ill, you will be refused entry service, the session will be cancelled and charged to your account. If you are ill for an extended period, or with an infectious condition such as the flu, COVID-19, etc., a Physician’s Release will be required prior to the next appointment. Special considerations should be indicated by the physician (such as no deep work if COVID-19 blood clots are a concern).

**Note:** If the Massage Therapist is ill, she will immediately contact you and reschedule all impacted appointments

1. **Intoxicants** -Therapeutic massage increases blood flow and can intensify the effects of alcohol and other intoxicants. As a safeguard to your health and well-being, **I cannot proceed with the massage if you are intoxicated or have had alcohol within a period of at least 3 hours prior to your scheduled massage.** If you arrive for your scheduled massage and are under the influence of alcohol or other intoxicants, your massage will be forfeited, and full payment will be due.
2. **Hygiene** - Cleanliness is an important aspect of a mutually respectful environment. Please arrive with a clean body without strong perfumes/colognes.
3. **Cell Phones** - The use of cell phones is prohibited during any treatment. If you must take a call, your session will still end at the scheduled end time. Please advise in advance if your job or situation requires you to have your phone with you so accommodation may be arranged.

1In the event of cancellations, late arrivals, or no-shows, certain circumstances will be considered, such as family emergency, severe weather, accidents, or personal loss.

1. **Inappropriate Conduct/Speech** - No actions or conversation of a sexual or abusive nature will be tolerated. All services will be provided in a professional manner in accordance with state and local laws. The Massage Therapist reserves the right to:
   * Immediately discontinue service,
   * Refuse future appointments to any client who violates this code of conduct, and
   * Pursue appropriate legal action.

**Note:** Inappropriate Conduct may include (but is not limited to) attempts to hold, grope, or restrain the Massage Therapist. Inappropriate Speech may include (but is not limited to) suggestive speech, sexual requests, or verbal abuse.

1. **Insurance** - I am not a participating provider in any insurance programs. Upon request, a receipt may be emailed to you for submission to your insurance company. It is your responsibility to contact your insurance company regarding coverage limitations and proper procedures.
2. **Privacy** - Modesty will always be respected. You will have a private area in which to disrobe and prepare for the massage. At any time, only the portion of your body receiving treatment will be exposed; the rest of you will be professionally draped.
3. **Confidentiality** - Your files and anything you may disclose to me in a session are strictly confidential. I will not release this information to anyone without your specific written permission.
4. **Valuables** - Please avoid the possibility of lost items by leaving jewelry and other valuables at home or in your locker.
5. **Scope of Practice** - A massage therapist may not prescribe, diagnose, or render treatment outside her scope of practice.
   * If you require care or treatment outside the scope of massage or bodywork, you will be referred to your Primary Care Provider for guidance.
   * If you seek a massage modality outside my certified level of expertise, you will be referred to another therapist.
6. **Autonomy** - You have the right to inform your therapist immediately if you are experiencing pain or discomfort. You have the right to end a session before the scheduled time for any reason.

# A signed/dated Policies and Procedures form is required to receive massage services.

Client’s Signature:

Date:

Therapist’s Signature:

Date: