

Policy Notification

Booking Pre-Pay Policy

All appointments require a 50% pre-payment to book. The pre-paid cost of your session is NON-REFUNDABLE. You may reschedule your appointment once as long as it has been rescheduled 24 hours in advance of the appointment. In the event of a no-show, last minute cancellation, or other rescheduled or missed appointment the pre-paid cost of the session will be applied to the cancellation fee and another pre-payment must be made to book again.

Cancellation Policy

We respectfully ask that you provide us with a 48 hour notice of any schedule changes or cancellation requests. Please understand that when you cancel or miss your appointment without providing a 24 hour notice we are often unable to fill that appointment time. This is an inconvenience to your therapist and also means our other clients miss the chance to receive services they need.

We understand that emergencies can arise and illnesses do occur at inopportune times. If you have a fever, a known infection, or have experienced vomiting or diarrhea within 24 hours prior to your appointment time, we request that you cancel your session. Inclement weather may also result in the need for late cancellations. We will do our best to give advance notice if we are closing or need to cancel due to bad weather and we ask you to do the same. Please do not risk your own safety trying to make your appointment. Late cancellation due to emergency, illness, or inclement weather will generally not result in any missed session charges, but this is determined on a case-by-case basis. Rescheduling within the 24 hour window will still be considered a cancellation as the appointment can not be filled on short notice.

Emailing or calling after business hours will be considered as notice the following business day as we are unavailable to answer emails or calls after hours or on our days off.

Late Arrival Policy

We request that you arrive 5-10 minutes prior to your appointment time to allow time to fill out any required paperwork as well as 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 ever occurs so we can do our best to accommodate you. Appointment times are reserved for each client, so oftentimes we cannot exceed that reserved time without making the next client late. For this reason, arriving after your appointment time may result in loss of time from your massage so that your session ends at the scheduled time. In return we will do our best to be on time, and if we are unable to do so we will add time to your session to make up for our late arrival or adjust the service charge accordingly. In the event that 25% of the session is missed the appointment will be considered a No-Show and our policy will take effect.

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 also file a report with the local authorities if necessary. Treat your therapist with respect and dignity and you will be treated the same in return.

Covid Awareness

Covid is a highly contagious endemic virus that can cause similar symptoms to the flu in addition to loss of smell, blood clotting, nausea, dizziness, muscle fatigue and aches, and diarrhea. If you have any of these symptoms or have had them in the last 14 days please contact your therapist and cancel your appointment. Masking is required for unvaccinated individuals and is optional for those with vaccine cards. You may request your therapist to wear a mask and/or gloves at your appointment. You understand that even if you are vaccinated you can still catch or transmit covid. You acknowledge and understand that licensed massage and bodywork therapists cannot treat, diagnose or evaluate for illness and therefore shall not be held liable for any case that manifests out of this office. You understand by accepting the offer of receiving a massage that you are knowingly accepting all risks associated.

By signing Below I agree that I have read and understand the above policy and agree to abide by these policies.

Client Signature: _____ Date: _____