



## Policies and Procedures

### Business

- Office hours are by appointment only.
- Payment is expected at the time of your session. Payment may be made by cash or check. Credit card payments are accepted with an additional \$2 fee. There is a \$35 non-refundable fee for any returned check or \$20 disputed credit fee in which either instances will result in the loss of check writing / charging privileges to this LMT.
- Fees are as listed on my this LMT's website and Therapy Menu which will be provided upon request. Fees are subject to change without notice.
- Tipping is appreciated however, it is not expected.

### No-Show / Cancellation Policy

- If you need to cancel a scheduled appointment, you are required to give 24 hours or more advance notice (so another client can be scheduled in that time slot) except in the case of an emergency or inclement weather. Should this notice not be given, this therapist reserves the right to charge for the full amount of the session.
- If notice of cancellation given is less than the 24 hours, you may be charged up to half (1/2) the rate of your scheduled session.
- If you are going to be late, you are expected to notify this therapist by phone or text message as soon as possible.
- If you arrive more than 20 minutes late for a session without notice, the therapist reserves the right to cancel the session, and you will be charged for the full rate of your session.
- If you are late, and services are rendered, your session will end at the scheduled time and you will be charged for the full amount of your session. At the therapist's discretion, your session may continue for the full time, if and only if there is no client scheduled in the next time slot.

### Client's Rights

- Client may disrobe to their own level of comfort. Draping will be used during the massage session and only the body part being worked on will be uncovered.
- Client reserves the right to discontinue a session at any time, for any reason, but may be subject to charges for the full amount of the session.
- Client is strictly prohibited from any illicit or sexual remarks / advances or inappropriate behavior of any kind. Any such behavior will elicit immediate termination of the session and client will be charged for the full amount of the session.

### Therapist Rights

- Therapist reserves the right to refuse services for any reason.
- Therapist agrees to keep all your information and records strictly confidential. Information will only be shared with client's written consent for medical or legal purposes unless required by law to provide such information.
- Therapist may refer client to another healthcare professional if she deems further treatment is necessary that is out of the scope of practice for a licensed massage therapist.