

Policy Notification

I appreciate that you've chosen me for your massage & bodywork needs. To provide the best service possible to my clients, I have implemented the following policies.

Cancellation Policy

I respectfully ask that you provide me notice of any schedule changes or cancellation requests no later than **10 pm the day before your session**. Please understand that when you cancel or miss your session without providing this timed notice, I am often unable to fill that time. This is an inconvenience to my business & also means my other clients miss the chance to receive services they need. For this reason, you will be charged for 50% of the services scheduled for each missed session. I also reserve the right to require a credit card to be on file to book future sessions so that the appropriate fees can be charged in case a late cancellation does occur.

During this COVID-19 pandemic, all late cancellation fees are waived if you believe you, someone you live with, or someone you take care of has contracted the virus. Please quarantine per the CDC guidelines and your doctor's orders.

I understand that emergencies can arise & 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 session time, I request that you cancel. Inclement weather may also result in the need for late cancellations. I will do my best to give advance notice if I'm closing or need to cancel due to bad weather & I ask that you do the same. PLEASE do not risk your own safety trying to make your session. 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.

Late Arrival Policy

I request that you arrive 5-10 mins prior to your session to allow time to fill out any required paperwork. I understand that issues can arise that may cause you to be late for your session; however, I ask that you call to inform me so I can do my best to accommodate you. Session times are reserved for each client, so oftentimes I cannot exceed that reserved time without being late for my next client. For this reason, arriving after your start time may result in loss of time from your massage so that your session ends at the scheduled time. Full service fees will be charged even when sessions are shortened due to late arrival. In return I will do my best to be on time, and if I'm unable to do so, I will add time to your session to make up for my late arrival OR adjust the service charges accordingly.

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 the session and being blacklisted. You will be charged the full service fee regardless of the length of your session. Depending on the behavior exhibited, I may also file a police report with the Thornton Police Department if necessary.

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

Print Name _____ **Date** _____

Signature _____