

Maitrisage – Massage + Reflexology



POLICY AND PROCEDURES

APPOINTMENT TIMES –

Please arrive 15 minutes prior to your massage appointment to fill out the client intake, client health history, and client consent forms prior to your first session. House call sessions can only be booked following an initial session at the studio.

For return clients, please arrive on time for your session to ensure you receive the fully allotted time scheduled for your appointment.

It is recommended that you take a hot shower prior to your session to warm up and prepare your muscles for your session.

FORMS –

All forms must be completed in order to proceed with your session.

If your health history indicates a contraindication for massage therapy, you may need to reschedule your appointment or be referred to another health practitioner, based on the severity of the condition.

PROPER CONDUCT –

Your therapist will not tolerate illicit or sexually aggressive remarks or advances.

Such conduct will result in termination of the session, at which point you will remain liable for payment of your appointment.

PAYMENT –

Payment is due prior to your session. Cash and checks are accepted.

CANCELLATION –

You have up to 24 hours before your session to cancel your appointment at no charge.

Appointments cancelled within 24 hours of your scheduled appointment will be billable.

Exceptions can be made for cancellations stemming from extreme emergency situations.

Should your therapist have to cancel your appointment due to circumstances beyond her control, you will receive the option to reschedule and a 15-percent discount will be applied to cost of the rescheduled session.

GIFT CARD POLICY –

Appointments scheduled and pre-paid via Gift Card, which you cancel within 24 hours of your scheduled appointment, will not be refundable.

No call/no shows the day of your appointment will be non-refundable either.

PLEASE SIGN YOUR NAME AND THE DATE BELOW TO CONFIRM YOU HAVE READ AND AGREE TO ALL OF THE ABOVE POLICIES AND PROCEDURES.

Client Signature: _____ Date: _____