



POLICY NOTIFICATION

We appreciate that you've chosen us for your massage therapy needs. To provide the best service possible to our clients we have implemented the following policies. The following underlined changes below have been implemented in accordance to the Oregon Health Authority and Oregon Board of Massage Therapists regarding COVID-19.

Booking & Scheduling Policy

If you are experiencing fever, cough, or sore throat, please reschedule your appointment for when you are no longer symptomatic. If you have been exposed to COVID-19 or have been in close contact with a person infected with COVID-19, please reschedule for 14 days past the date of contact. By appointment only sessions are staggered with ample time in between clients for proper hygiene and sanitization.

Cancellation Policy

Please provide at least 14 hours notice if you need to reschedule or cancel a treatment. There is a \$50 fee if a client fails to cancel within 14 hours. There is a \$25 fee applied for Cupping Therapy appointments only if a client fails to cancel within 14 hours. If redeeming a Gift Certificate, the fee is applied to your remaining amount. This is out of respect for fellow clients who are looking to book a session and the schedule was full. It is also out of respect for the therapist who has planned their schedule around their appointments.

Late Arrival Policy

We regret that late arrivals may not receive extension of scheduled appointments. In special cases, and when our schedule will allow, we may be able to accommodate a partial or full appointment. This will be at our discretion and only with proper, advanced notification of your late arrival. The original reservation fee will be charged.

No Show Policy

We understand that unanticipated events occur in everyone's life. Unforeseen events such as car problems, business meetings and children's illnesses, are just a few reasons why one might consider canceling a massage appointment. However, we ask that you call if you cannot keep your appointment. There is a \$50 fee for a no-show. There is a \$25 fee for a no-show to Cupping Therapy appointments only. If redeeming a Gift Certificate, the fee is applied to your remaining amount. Clients who fail to show after two or more appointments may be asked to pre-pay for future services.

Screening for COVID-19

Clients must complete a questionnaire regarding COVID-19 specific questions before treatment.

Pre-session

Use of a no-touch thermometer is used to confirm both client's and practitioner's temperature. If temperature is higher than 99.7 degrees F, the session will be cancelled and client will not be able to reschedule for at least 14 days. All clients will be asked to wash their hands upon arrival to their appointment.

Face covering

All clients are required to wear a face covering upon arrival and during massage. Mask may be provided to client if need be. Practitioner utilizes a new face covering with each client and wears mask throughout the session.

Water

It is recommended clients bring their water bottle for use as needed.

Informed Consent

Prior to or at your visit with us, you will receive a copy of the massage therapy policies and will be asked to sign the consent stating that you have read the information, understand it, and agree to comply with the professional massage therapy policies and procedures. Clients that have not been seen for at least a year may also be asked to fill out this form. Prior to each massage session, the treatment plan will be discussed with you.

Treating Minors

Giving your child extra time to settle into their environment is beneficial to their massage treatment. If the child/teen is younger than 18 years old, the parent or guardian is asked to remain present during treatment.

Respect for Client Needs and Boundaries

The massage therapist is happy to adjust pressure, temperature, musical volume, or work longer on an area or move on if you request it. The client may choose to: leave on as much clothing as needed for comfort, refuse any massage methods or stop massage at any time.

Confidentiality

We treat all clients and conditions as confidential. As such, we will not discuss your visit with anybody outside our treatment session without your express permission.

Existing and New Medical Conditions

It is the responsibility of the client to keep the massage therapist informed of any medical treatment currently being taken, and to provide written permission from the physician, chiropractor, physical therapist, etc., that the massage may be continued. The client must also keep the massage therapist informed of any changes in health conditions.

Accepted forms of payment due at time of appointment:

- We accept payment by App.
- Checks
- Cash (exact change)

Gift Certificates

Available upon request. Must be redeemed within one year after date of purchase.

Refund Policy

Due to the nature of our business, we do not offer refunds for massage therapy services and gift certificates.

Gratuities

We politely decline gratuity. Referring our therapist to friends and family is always appreciated.

Conduct

Inappropriate behavior will not be tolerated. Massage session will be terminated and client will not be allowed to return for future massage treatment. Our full fee will be expected.

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

Client Name	Date

Client Signature