



## **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 to a COVID-19 impacted area 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. If a client fails to cancel within 14 hours, half of the price of the service will be charged. This is out of respect for the therapist who has planned their schedule around their appointments. It is also out of respect for fellow clients who are looking to schedule appointments and the schedule was full. During COVID-19: Cancellation fee is waived at this time.

### **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. Clients who fail to show for appointments may be asked to pre-pay for future services.

### **Screening for COVID-19**

Clients must complete a questionnaire via phone or email regarding COVID-19 specific questions before treatment.

### **Pre-session**

Health intakes and update to client health forms will be conducted through phone or email if possible. 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. The bathroom is sanitized before each client. There is hand sanitizer available in the treatment area.

### **Face covering**

All clients are required to wear a face covering upon arrival and during massage (except while face down) unless client is comfortable with mask on while in the face cradle. 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.

### **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.

**Refund Policy**

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

**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 Signature

\_\_\_\_\_  
Date