



Policy Notification

We appreciate that you've chosen us for your massage and bodywork needs. To provide the best service possible to our clients we have implemented the following policies.

Cancellation and communication policy

Due to a high demand of our service, a 24 hour advanced notice is required when canceling an appointment. This allows the opportunity for someone else to schedule an appointment in your place. Please text 682-300-1565 to send a message or email me to cancel your massage at least 24 hours in advance.

If you are unable to give a 24 hours advance notice you will be **charged a fee of 50% of the scheduled service**. You will be asked to prepay for all future massage appointments. If you have a prepaid massage and a 24 hour cancellation notice was not given, it will be voided and marked as used at full value. Please cancel and rebook if you are ill. (Please see professionalism section).

Inclement weather: Poor weather conditions will cause for a rescheduling of appointments. Since our service is mobile the safety of our massage therapist is top priority. This is typically ice in the winter, tornado / hail storms and flooding. The cancellation fee is voided in these cases.

I use email, text, and monthly newsletter to communicate with my clients. Please let me know if you have any issues communicating through any of these sources. Otherwise, you agree to receiving communication from me in these formats.

Initial _____

Punctuality

Appointment times have been arranged specifically for you. If you arrive late, your session will be shortened in order to accommodate others whose appointments follow yours. Full service fees will be charged even when sessions are shortened due to late arrival. In return we will do our best to be on time, and if we are unable to do so we will add time to your session to make up for our late arrival or adjust the service charge accordingly.

Once I arrive at your location, if there is no answer after a knock and a text I will wait 10 minutes. If there is still no answer at the door, I will consider this a no show session and redeem a prepaid hour or the cancellation policy will be enforced. Regardless of the length of the treatment actually given, you will be responsible for payment of the entire, originally booked time.

Out of respect and consideration to your therapist and other customers, please plan accordingly and be on time.

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Refunds

All sales are final and no refunds are given. This includes old gift certificates/e-gift cards, current gift certificates/e-gift cards, massage packages and chair massage (prepaid/company prepaid days). Massage hours purchased are transferable and may be gifted to a friend or family member as long as the expiration date has not passed. Please note: **I no longer allow for you to use an hour that has been gifted to a friend/family member and not used. Once the massage package hour is gifted it is deducted from your total of hours and a gift certificate is created.**

Initial _____

At Peace Massage Co Policy Page Two

Payments, special pricing, and packages.

Payments are due when services are rendered or in advance with packages and special sales. When scheduling online services we require a 50% deposit. Pricing is non negotiable. Pricing is also subject to change. Special offers can not be combined. **Massage Package and prepaid session expiration:** All sessions sold in a package in person or online **do not expire.** Special promotions and discounted sessions will be honored for one year. E-Gift cards or gift certificates are honored for one year. Donations are honored within 90 days after the donation has been presented. Forms of payment accepted: Cash, Check and Credit. *Please note: If a check has bounced, you will be responsible for the amount of the check plus any fees associated with a bounced check. Future payments will be cash only*

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Professionalism

At Peace Massage Co abides by the Code of Ethics of the industry standards described by the American Massage Therapy Association. I am a licensed massage therapist. I require a full sheet drape with no exceptions. Clients have the right to end a massage session, at any time for any reason but will be responsible for payment of that time slot.

At Peace Massage Co has the right to refuse service to anyone for any reason.

Reasons one might be refused:

- Under the influence of painkillers, alcohol, or drugs. Massage may not be safe if you cannot gauge pain.
- Poor hygiene. Please be relatively clean and showered within the past 24 hours
- Unwillingness to follow the above policies or requests outside my scope of practice.
- Being late, cancelling last minute, or chronic rescheduling of appointments.
- Communicable illness. Example: flu, bacterial infections, etc.

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 your session and a refusal of any and all services in the future. You will be charged the full service fee regardless of the length of your session. Depending on the behavior exhibited we may also file a report with the local authorities if necessary. Treat your therapist with respect and dignity and you will be treated the same in return.

Please note- while this is a rare occurrence, it's important to be clear. All illegal requests are reported to the local police. We take our profession and our ethics seriously and request that our clients do as well. In the event that a session is terminated, client agrees to forfeit all prepaid sessions and will not be approved for any future massage sessions.

Policies are subject to change without notice.

Please check this page online for updates and answers to questions.

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I, (print name) _____ agree to these terms on (date)
