

Policy & Liability

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.

Location & Outcall

Outcall is available please call to set up outcall appointments. Clients will be charged \$10 fee on top of outcall session when the address is outside of 12 miles from our service area- Tatum Blvd. & Lincoln Dr., 51st Ave. & Baseline Rd., 110 & Riggs Rd., Gilbert Rd. & 60. Located 13802 N Scottsdale Rd. Ste 19 Scottsdale AZ 85254 inside of Salon Boutique.

Payment & Modalities

We accept all major credit and debit cards Visa, Master Card, and Discover. Cash accepted. Payments must be made in full at the time of session. We do not accept checks of any kind. Please download a service menu at www.shaktimtdivineself.com for a full price list, and to see current modalities offered.

Appearance & Intoxication

Massage therapy requires prolonged, close contact with people. This can be particularly challenging when clients have body odor. Certain body odors are normal and can easily be addressed, while others may be cause for a physician's referral. Please respect your therapist by showering before your session. If you arrive at your session with body odor your therapist will compassionately reschedule your session no extra fees. If you make it a habit you may be subject to client dismissal.

Alcohol and narcotics use will not be tolerated and can impair your judgement on depth of pressure and ultimately hurt the client. To safeguard your well-being your massage will be rescheduled. Your session will be charged in full, absolutely no refunds for any service scheduled.

Cancellation

We respectfully ask that you provide us with a 24 hour notice of any schedule changes or cancellation requests. Please understand that when you cancel or miss your appointment without providing a 24 hour notice we are often unable to fill that appointment time. This is an inconvenience to your therapist, and also means our other clients miss the chance to receive services they need. For this reason, you will be charged \$50 of the service fee for the first missed session and 100% of the service fee for each session after that. We also reserve the right to require a credit card number to be given to book future appointments so that appropriate fees may be charged if a late cancellation does occur. We understand that emergencies can arise and 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 appointment time, we request that you cancel your session. Inclement weather may also result in the need for late cancellations. We will do our best to give advanced notice if we are closing or need to cancel due

to bad weather and we ask you to do the same. Please do not risk your own safety trying to make your appointment. 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. Shakti Massage Therapy does not issue any returns. You may reschedule your appointment at your earliest convenience.

Late Arrival

We request that you arrive 5-10 minutes prior to your appointment time to allow time to fill out any required paperwork as well as answer any intake questions your therapist may have. We understand that issues can arise that may cause you to be late for your appointment. However, we ask that you call to inform us if this occurs, so we can do our best to accommodate you. Appointment times are reserved for each client, so oftentimes we cannot exceed that reserved time without making the next client late. For this reason, arriving after your appointment 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 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.

Inappropriate Behavior

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.

Medications, Surgeries, & Injuries

Medication, Surgeries, and Injuries can be contraindicated for massage and alter the effects of your session. We require that you keep your therapist updated for every session on any medications, surgeries and injuries so that we can best and safely help you.

General Liability Release

By signing below, you agree to the following:

- 1) I give my permission to receive massage therapy.
- 2) I understand that therapeutic massage is not a substitute for traditional medical treatment or medications.
- 3) I understand that the massage therapist does not diagnose illnesses or injuries; or prescribe medications.
- 4) I have clearance from my physician to receive massage therapy.

- 5) I understand the risks associated with massage therapy include, but are not limited to:
- Superficial bruising
 - Short-term muscle soreness
 - Exacerbation of undiscovered injury; I therefore release the company and the individual massage therapist from all liability concerning these injuries that may occur during the massage session.
- 6) I understand the importance of informing my massage therapist of all medical conditions and medications I am taking, and to let the massage therapist know about any changes to these. I understand that there may be additional risks based on my physical condition.
- 7) I understand that it is my responsibility to inform my massage therapist of any discomfort I may feel during the massage session, so he/she may adjust accordingly. And, if the pressure still isn't to my liking that I need to speak up until the discomfort is gone.
- 8) I understand that I or the massage therapist may terminate the session at any time.
- 9) I have been given a chance to ask questions about the massage therapy session and my questions have been answered.

By signing below, you agree to abide by these policies and update your therapist on any changes, and reviewed the liability section, and understand (7) to speak up until pressure is tolerable.

Signature

Date