

POLICIES AND PROCEDURES

LIGHTWAY HEALING Therapeutic Massage, LLC *314 Cary Avenue *Jennings, LA 70546 *(337) 275 – 0586
Stacy Viney - Broussard, LMT - LA 6001

Thank you for choosing Lightway Healing Therapeutic Massage, LLC. Before we begin, please make sure that you have completed any and all paperwork so that I may serve you more effectively. Also, look over the policies and procedures HERE so that you and I may both be on the same page about what to expect!

If you have any questions or concern, please feel free to share them with me!

Sincerely,

Stacy Viney-Broussard

-Your Massage Therapist ☺

*****A credit or debit card will be required to remain on file and only charged the fixed rate for cancellations or no shows*****

I understand that unanticipated events happen occasionally in everyone's life. In an effort to be effective and fair to all clients, the following policies are honored:

Cancellation Policy:

24 hour advance notice is required when cancelling an appointment. This allows the opportunity for someone else to schedule an appointment. ***If you are unable to give 24 hours advance notice, you will be charged a \$25-\$50 cancellation fee*** (depending on service time - \$25/ 30-45 minutes, \$40/ 60 minutes, and \$50/75-90 minutes). ***Same day cancellations, for any reason, will be charged the full amount of the service missed.*** This amount will be charged on the card you have on file and must be paid prior to your next scheduled appointment.

Late Arrival Policy

If you are late, your session may be shortened in order to accommodate others whose appointments follow yours. Depending upon how late you arrive, your therapist will determine if there is enough time remaining to start a treatment. Regardless of the length of treatment actually given, you will be responsible for payment of the "full" session; this also applies if the treatment was not given due to late arrival. Out of respect and consideration to your therapist and the other clients, please plan accordingly and be on time.

No-Show Policy:

Anyone who either forgets or consciously chooses to forgo their appointment for whatever reason will be considered a "no-show". They will be charged the full amount for their "missed" appointment that will be charged to the card on file and must be paid prior to your next scheduled appointment. Two "no-shows" will be considered for termination of services entirely.

Sick Policy:

If you experience a fever, diarrhea, vomiting, chills, and/or a known infection, at the time of your appointment or 24 hours prior to, please CANCEL your appointment! Please do not risk your wellbeing or that of your massage therapist and other clients by trying to fulfill a scheduled appointment. Late cancellation due to an illness or emergency will generally not result in any missed session charges, but this is determined on a case-by-case basis.

PROCEDURES

Here at Lightway Healing Therapeutic Massage, my desire is to help you to leave better than when you arrived! Each session is designed to fit your individual needs. This means that together, you and I will discuss what your problem areas or needs are, discuss what will happen during the session (a plan), and then, I will do my best to help you meet the goal set for this session.

Here's what you can expect:

- You will complete a Client Intake/History Form
- We will discuss if there are any contraindications (places to avoid) or if you will need a physician's consent for massage, your desired pressure, and also, if you'd like to add heated towels, hot stones, and /or essential oils.
- Next, you will go into the massage room and there, I will explain what will take place. (You may adjust the "plan" to fit your comfort level).
- Once I leave the room, you dress down to your comfort level and prepare to receive your massage or spa service. (I will knock and wait for you to give me the "okay" to enter).
- During the massage, feel free to make any adjustments in pressure or additional modifications by communicating with me.
- Once your session is complete, I will wash my hands, step out, and then wait for you to come out to meet me in the middle room.
- You will receive a bottle of water, complete payment, and schedule any future appointments.

****PLEASE NOTE THAT THE MAIN ENTRANCE DOOR WILL BE LOCKED FOR OUR SAFETY DURING THE MASSAGE****

PRODUCTS:

Unscented Massage Oil and Unscented Massage Lotion/Cream (*essential oils may be used in addition to oil/lotion – consent will be required to insure no allergies*)

Spa Products will be displayed prior to use. Should you have any allergies to any ingredient/product, please state so and I will refrain from use.

Thank you for allowing me to serve you today!