

At Peace Massage Co Terms & Conditions

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.

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.

Disclaimers: Your therapist has the right to refuse anyone who does not act in a professional manner in regard to sexual conduct. Inappropriate sexual behavior during a session will be cause for stopping a session and full payment will be owed for the scheduled treatment. Your therapist also has the right to refuse treatment to anyone with hygiene concerns understanding that massage of an unclean body is a health risk to both therapist and client.

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, the client agrees to forfeit all prepaid sessions and will not be approved for any future massage sessions.

Anyone under the age of 18 must be accompanied by a parent or legal guardian who will remain in the treatment room for the entire session. (specific minor intake form required)

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.

Cancellation and communication policy

Due to a high demand for our service, a 24 hour advance 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 jesika@atpeacemassageco.com 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. If you are late for a session the appointment will end at the time originally scheduled so that the client following is not penalized and there is accurate time for cleaning and sanitizing all equipment. ** With today's COVID-19 circumstances all cancellation fees will be waived.

Please cancel and rebook if you are ill. (Please see the professionalism section).

Inclement weather: Poor weather conditions will cause 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 a 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.

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.

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

Policies are subject to change without notice.

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



At Peace Massage Co Liability & Waiver

___ I understand that the massage I receive is provided for the purpose of relaxation and relief of muscular tension, pain and discomfort. If I experience any pain or discomfort during a session, I will immediately inform the therapist so that the pressure and/or strokes may be adjusted to my level of comfort.

___ I further understand that massage should not be construed as a substitute for medical examination, diagnosis, or treatment and that I should see a physician, chiropractor or other qualified medical specialist for any mental or physical ailment that I am aware of.

___ I understand that massage therapists are not qualified to perform any spinal or skeletal manipulations or adjustments, diagnose, prescribe or treat any mental or physical illness, and that nothing said during the course of a session should be construed as such.

___ Because massage should not be performed under certain medical conditions, I affirm that I have stated all my known medical conditions and answered all questions on the Client Intake Form honestly. I agree to keep the therapist updated as to any changes in my medical profile and understand that there shall be no liability on the therapist's part should I fail to do so.

___ I agree to provide the therapist with all necessary paperwork. All information provided will be kept strictly confidential as is ethically required. Your personal information will never be shared with anyone without a signed consent form from you.

___ Careful and modest draping will be used during the session and only the area being worked will be undraped. In general, massage is performed while you are fully unclothed. You may choose to undress to your level of comfort.

___ I understand that massage therapy is a therapeutic health aide and is non-sexual.

Disclaimers: Your therapist has the right to refuse anyone who does not act in a professional manner in regard to sexual conduct. Inappropriate sexual behavior during a session will be cause for stopping a session and full payment will be owed for the scheduled treatment. Your therapist also has the right to refuse treatment to anyone with hygiene concerns understanding that massage of an unclean body is a health risk to both therapist and client. Anyone under the age of 18 must be accompanied by a parent or legal guardian who will remain in the treatment room for the entire session.

____ I understand and agree to comply with the cancellation policy which states that if I cancel an appointment with less than 24 hour notice that I am responsible for 50% of payment of the session scheduled. I further understand that if I arrive late for a session, that while the therapist will make every attempt to fulfill my scheduled session's treatment, the appointment will end at the time originally scheduled so that the client following me is not penalized. ** With today's COVID-19 circumstances all cancellation fees will be waived.

Feel free to ask your therapist any questions before, during or after the session. Your therapist is a highly trained professional and will be happy to make you feel comfortable and informed.

Print Name: _____

Signature : _____

Date:

