



## **Concordia Wellness, LLC, Policies**

*Current as of February 2021*

- I. You will be contacted 24-36 hours prior to your appointment with a brief COVID-19 questionnaire. You are responsible for responding to the questionnaire no later than 12 hours before your appointment.
- II. You will be required to reschedule if you have symptoms of, or have been exposed to COVID-19.
- III. You are required to wear a mask from the time you arrive until you depart.
- IV. Payment in full is due at the time of your appointment. We accept payment by cash, check, credit/debit card, and Venmo.
- V. Please do not wear strong fragrances to your session. Some of our clients are sensitive to scents.
- VI. Clients are expected to arrive in a state of general cleanliness. Clients arriving in an unacceptably dirty state will be asked to reschedule.
- VII. You will be asked to reschedule if you are under the influence of recreational drugs, including cannabis and alcohol.
- VIII. Your comfort and safety is paramount. Please speak-up to inform us of any way that you can feel more comfortable or safe.
- IX. You may remove as much or as little clothing as you like for the session. Our options for and choice of techniques may be affected by how much you choose to wear.
- X. You will be fully covered during the session, except for the part of your body on which your therapist is working.
- XI. Inappropriate behavior (including lewd or sexually suggestive actions or remarks) is unacceptable and may result in an immediate end to the session.
- XII. If you are late to your appointment your total session will likely end at the originally scheduled end-time.
- XIII. If you need to cancel or reschedule your appointment let us know at least 24 hours in advance. Cancellations less than 24 hours in advance will be subject to a \$45 fee. Exceptions will be made in cases of emergency and rapid-onset illness.
- XIV. You are required to fill-out and sign a Health Intake Form prior to your first treatment.
- XV. Your personal and health information and anything you share during your session will be kept confidential. The only exceptions to this policy are: (1) If you provide a signed release indicating that we may share your personal and health information. (2) As required by law. For example, your name, contact information, and time of your appointment may be shared as required for COVID-19 contact tracing.