



## **Policies**

*Current as of February 2019*

- I. Payment in full is due at the time of your appointment. I accept payment by cash, check, or credit card.
- II. I do not accept gratuity for full price sessions (I will accept gratuity for discounted sessions). Please arrive a few minutes in advance of your first appointment so that we can discuss any relevant health history and your goals for treatment.
- III. Please do not wear strong fragrances to your session. Some of my clients are sensitive to scents and I cannot reliably clear the studio of fragrances between appointments.
- IV. Clients are expected to arrive in a state of general cleanliness. Concordia Wellness has a shower, which you are welcome to use before your appointment. If you would like to shower before your appointment please inform me at least 1 day in advance and arrive 10-15 minutes before your session. Clients arriving in an unacceptably dirty state will be offered a shower or asked to reschedule.
- V. I will not provide treatment if you are under the influence of recreational drugs, including cannabis and alcohol
- VI. Your comfort and safety is paramount. Please speak-up to inform me of any way that you can feel more comfortable or safe.
- VII. You may remove as much or as little clothing as you like for the session. My options for and choice of techniques may be affected by how much you choose to wear.
- VIII. You will be fully covered during the session, except for the part of your body on which I am working
- IX. I provide professional massage. Unprofessional behavior (including lewd or sexually suggestive actions or remarks) is unacceptable and may result in an immediate end to the session.
- X. If you are late to your appointment your total session will likely end at the originally scheduled end-time
- XI. If you need to cancel your appointment let me 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.
- XII. You are required to fill-out and sign a Health Intake Form prior to your first treatment
- XIII. 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 I may share your personal and health information. (2) As required by law.