

HAZELWOOD

— *massage* —

Policies & Procedures

At Hazelwood Massage it is my intention to provide my clients with professional massage services in a relaxing and friendly environment. I will tailor each session to my client's individual needs. The following *Policies & Procedures* serve as a guide for my first-time and repeating clients. This is a bit lengthy read but it is important to me that you know what to expect when scheduling a session with Hazelwood Massage. Feel free to ask questions! Good communication makes for a great massage!!

Arrival to Your Massage Session

Please arrive 5 minutes prior to the scheduled starting time. This allows you to fill out appropriate intake forms (new clients) and prepare for your session. All sessions have a specific time schedule and early arrival allows for a relaxed and unhurried experience. If late arrival is inevitable, your session may be shortened in order to keep on schedule and the original treatment time may be charged. In some cases, when my schedule allows, I may be able to accommodate a partial or full appointment. This will be at my discretion.

Cancellation Policy and Fees

Your session time is reserved exclusively for you. I value your business and ask that you respect the cancellation policy. Should you need to cancel or reschedule, please notify me at least 24 hours in advance.

I understand that unanticipated events occur in everyone's life. Unforeseen events such as car problems, business meetings, children's illnesses, etc are reasons why one might consider canceling a massage appointment. However, I ask that you call if you cannot keep an appointment.

Emergencies 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 treatment time, please cancel your session. Late cancellation due to emergency, illness, or inclement weather will generally not result in any missed session charges.

Any cancellations with less than 24 hours notice are subject to 50% of the service fee. Clients who miss their appointment without giving any prior notification will be charged in full for the scheduled service. This cancellation charge needs to be paid in full before booking another session. I recognize the time of my clients and myself is valuable and have implemented this policy for this reason. When you miss an appointment, I not only lose your business, but other clients who need massage services miss the opportunity for that appointment.

Respect for Client Needs and Boundaries

I am happy to adjust pressure, temperature, music volume, work longer on an area or move on if you request it.

The client may choose to: Leave on as much clothing as needed for comfort, refuse any massage method, stop the massage at any time.

The client will always be modestly draped. Only the area being massaged will be undraped.

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 I may also file a report with the local authorities if necessary.

Confidentiality and Conversation

I treat all client visits and conditions as confidential. As such, I will not discuss your visit without your express permission.

Though talking may occur during the session, you are encouraged to save conversation for afterward, as it takes away from your experience of deep relaxation and contact with yourself, as well as the therapist's focus on the treatment given during the session.

Existing and New Medical Conditions

It is the responsibility of the client to keep the massage therapist informed of any medical treatment or medications currently being taken. A written permission from the physician, chiropractor, physical therapist, etc., may be requested stating that the massage may be continued.

The client must also keep the massage therapist informed of any changes in health conditions.

For clients undergoing chemo and radiation therapies- Please note a doctor's note is required stating the doctor is aware of and agrees to the desired treatment.

Please state any allergies or sensitivities to aromas or ingredients when you schedule your appointment.

By signing below, you understand and agree to abide by these policies.

Client Signature

Date