

## Massage Policies

In order to eliminate any confusion about what you can expect of us or what we expect of you, please read the following **BEFORE** your massage.

1. We perform services for which we are qualified and able to do. We refer to appropriate specialist when work is not within our scope of practice and/or in the client's interest.
2. Sessions begin and end at scheduled times. If a session begins late due to a client arriving late the session will be shortened by an equal amount of time. The client is still charged for the full time period.
3. We provide our clients with a competent and professional massage session each time they come for an appointment, addressing the client's specific needs for the session.
4. We are available for appointments 5 days a week and do our best to fill your desired time.
5. If we need to cancel your appointment, we will do our best to give you 24 hour notice.
6. If cancellation is necessary, please give 24 hour notice by calling the office. Failure to give 24 hour notice or failure to show up results in a \$20 fee per hour of an appointment.  
(Initial)\_\_\_\_\_
7. Clients that repeatedly "no show" will be dismissed as a client.
8. Occasionally a therapist will call in sick. If so, we will attempt to have another therapist cover that massage. If we are unable to get coverage, we will notify you as soon as possible.
9. We do not guarantee that any one particular therapist will see you.
10. Cash/Check/Credit Card (except American Express) are forms of payment we accept. Payment is due at the time of service.
11. Be clean, having showered the same day as the session
12. If you have a cold/flu or other illness that is contagious, please reschedule your appointment. You will not be charged the cancellation fee for this type of cancellation. We need your support to maintain the health of our therapist, staff and other patients/clients.
13. We do not perform massage on anyone under the influence of drugs or alcohol.
14. You can be assured that privacy and confidentiality is maintained at all times.
15. Clients are treated with respect and dignity. Personal and professional boundaries are respected at all times. Clients are covered with a sheet at all times during the session. Only parts of the body being worked on are exposed at any time. The genitalia and breasts are never exposed or massaged.

16. Sexual harassment is NOT tolerated. If the therapist feels their safety is being compromised, the session will be stopped immediately.
17. All supplies used are clean and safe. Before each new session we put fresh, clean sheets on the table.
18. Please turn off cell phones or any other device that might be a distraction during your session.
19. Tipping the therapist is allowed, however we cannot charge credit or debit card for tips.
20. All Gift Certificates must be presented at the time of service. If you do not have a Gift Certificate, Groupon, or other type of Voucher for massage, you ARE responsible for payment. Check, Cash, Credit Card (except American Express) are all acceptable forms of payment.

Thank You

We appreciate your business and referrals.

Genesis Chiropractic

Signature: \_\_\_\_\_ Date: \_\_\_\_\_