

# Policies During a Massage or Bodywork Session

Therapists do their best to meet each client's needs and are willing to take directives in regards to preferences of pressure and areas that you would like to have avoided. All of our massage and bodywork sessions are therapeutically oriented and professional.

## THERAPIST CODE OF ETHICS

Therapists at Being Balanced Therapeutic Massage are employees. We provide and insist upon behavioral guidelines. All therapists are asked to abide by the [Code of Ethics](#) of the industry standards described by the [American Massage Therapy Association](#).

## CANCELLATION POLICY

We require a minimum of 24-hours notice to cancel appointments prior to the scheduled session. Late cancellations and no-shows will be charged a fee of \$40.00. Cancellation policy applies to promotions and coupons.

## MASSAGE TREATMENTS

Our treatments are hands-on for the full session time. A 60-minute massage is 60 minutes hands on. All intake or post-massage discussions are not included in this time. Therefore, we need to note that if you are late, that time will be taken out of the session time, but we must still do an intake health form regardless.

## HEALTH INTAKE FORM

To ensure safe, customized sessions, the client must fill out a health intake form before every treatment. It is the client's responsibility to relay all health information so the therapist can modify the treatment plan if necessary. If you have a pre-existing health condition, we ask you get a doctor's note. It will then be left to the therapist's discretion to perform massage services thereafter.

## REFUND POLICIES

**Being Balanced Therapeutic Massage, LLC** does not offer refunds. We will gladly offer you another massage session if you let your therapist know that you are unhappy with the services you received. You must contact our management immediately following the session or within 24 hours of the session.

## CLIENT CONFIDENTIALITY

Client lists and email lists are confidential. We do not share our lists with outside companies. All Therapists at **Being Balanced Therapeutic Massage** respect client confidentiality outside of the massage and bodywork sessions.

## **YOUR VALUABLES**

We request that you keep your valuables with you in the therapy room during your session. Our staff is unable to keep your personal effects behind the reception desk.

## **LOST AND FOUND**

If you have left or lost some personal belongings, please call the front desk. We will hold items for a small period of time.

## **MASSAGE AND BODYWORK ON MINORS**

Therapists may provide massage and bodywork for minors under 18 with parental consent. Parents must call the reception desk to schedule the session and request a parental consent form to be signed and kept on file.

## **DISROBING FOR SESSION**

Partial or full disrobing is recommended for your massage session. We create a very safe environment and give great attention to proper draping. Sports massage sessions do not require disrobing. Feel free to speak with your therapist if you have any questions or concerns.

## **NOISE POLICY**

We ask clients to speak quietly in the hallway and front lobby out of respect for those in a massage session. Please turn off all cellular phones during your visit to Being Balanced Therapeutic Massage, LLC.

## **CHILDREN'S POLICY**

Since it is our responsibility to create a peaceful atmosphere for all our clients, we prefer that you not bring children to this environment unless they are present for treatment.