Policy Notification

Thank you for choosing Roaming Relaxation as your massage and bodywork provider. In order to provide the best service possible to our clients, we have implemented the following policies:

Cancellation & No Show Policy

We require at least 48 hours notice to cancel an appointment. Clients who cancel an appointment with less than 48 hours notice will be billed 50% of the price of the scheduled service. Clients who do not show up for a scheduled appointment, or notify us in advance will be billed for the full price of the scheduled service. We understand that emergencies and illnesses can arise, therefore last minute cancellations due to things such as verifiable emergencies, illnesses or inclement weather will generally not result in any missed session charges, however this is to be determined at the practitioner's discretion

Setup Policy

To ensure a productive and safe massage therapy session, it is the client's responsibility to prepare an appropriate work area prior to the therapist's arrival. This space should be a minimum of 10x10 feet, to allow adequate room for the therapist to set up their table and move freely when providing hands-on treatment.

The area must be completely clear of clutter, furniture, and other obstacles that could get in the way or cause injury. If the therapist arrives and finds that no suitable work area has been set up, they reserve the right to cancel the appointment on the spot. Canceled appointments due to lack of preparation are subject to the standard cancellation fee, plus any travel fees incurred. If the client prefers to rectify the situation instead of canceling, the therapist may opt to wait while an appropriate space is cleared. However, the time spent waiting will be deducted from the hands-on service time.

For everyone's peace of mind, pets should be kept out of the treatment area. Service animals are exempt, but the therapist should be informed of their presence ahead of time.

Additionally, children are best kept occupied in another room during the session so as not to disrupt the client's relaxation and experience.

The therapist cannot be responsible for supervising unattended minors.

Preparing a quiet, clear workspace shows respect for the therapist's time and expertise. It allows them to deliver their best quality of care safely and effectively. A little advance preparation by the client goes a long way towards facilitating a positive massage therapy session for all involved.

Massage Termination Policy

Only professional massage and bodywork services for relaxation or therapeutic purposes are offered at this massage practice. Massage services will be terminated immediately in the event of inappropriate conduct of any kind. This includes harassment, threatening speech or behavior, sexual advances or requests, or disrespectful actions or language. A session will not be conducted if the client is under the influence of drugs or alcohol. If the massage is terminated for any of these reasons, full payment for the scheduled session is still required.

Draping Policy

Clients will be appropriately draped with a sheet at all times during their massage. Only areas of the body that are currently being treated will be exposed. The breast and genital areas will always remain draped and are never massaged.

Signing below indicates that you have read, fully understand, and will abide by the massage policies as listed above.

_____ _____

Client Printed Name Date

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Client Signature