

# Client Policies

- Although there are now Idaho State Licensing requirements for Massage Therapists, none of the Bodywork Therapies work within the parameters of licensed medical professionals (doctor's or chiropractor's) so I will not diagnose or prescribe for a particular dysfunction. Within the scope of teaching and facilitating, I may recommend self-help exercises or stretches that you may or may not choose to do.
- It is your responsibility to keep me informed of any change to medical information supplied on intake paperwork and with each session supply any new/current medical treatments you are undergoing. When necessary you should also provide written permission from your doctor, physical therapist, chiropractor, etc. that bodywork may start or continue.
- Sexual behavior of any kind (jokes, innuendos, physical contact from the client, etc.) WILL NOT be tolerated. You must wait until your therapist leaves the room to start undressing. You must be completely under the covers before your therapist comes back into the room. For some clients (especially the first massage) it can be normal to be physically aroused when touched, however you are not ever allowed to act on it. Do not ever reach out to touch your therapist on any part of their body or attempt to hold their hand, nor are you allowed to touch yourself in a sexual manner while in my business. I will NOT perform anything other than a professional massage. There are NO exceptions to this. You will be informed that the massage session is over due to your inappropriate behavior, I will leave the room so you can get dressed, you will also be required to pay for the full price (not discounted or sale price) of the session, and be asked to leave immediately. You will not be rescheduled at my business or referred to any other therapists. I also reserve the right to contact the police if needed.
- Payment is due at the time of service. Prepaying is always available and appreciated, however I do not offer billing for services to be paid at a later date.
- Refunds: When you buy a package of time on my table, I commit to having enough time available to serve you. That affects how many other clients I can take on. For that reason, I don't offer refunds. If you want to make sure my style is right for you, I suggest booking an hour to start. If you end up wanting a package, I'll apply the fee for that hour towards the total price.
- Cancellations: If you've booked a massage and need to cancel, there's no fee as long as you do it at least 24 hours in advance. For cancellations made within 24 hours, you will be charged 50% of the full price of the session. For ALL no call/no shows – you will be charged 100% of the full price of the session or have the time deducted from your package. (\*I am not unreasonable - I do know emergencies come up, please just communicate with me\*)
- My time is valuable, and so is yours. If you're late for your appointment, you lose that time on the table. Your appointment time is the time you should be at my office by, and the hour appointment is not an open window for you to walk in at any time. Please know that the appointment is marked as a "no-show" when it reaches 15 minutes after the start of the appointment time.
- Both you and I can terminate the therapy session(s) at any time before or during the appointment. I reserve the right to refuse service to anyone for any reason.
- Fees will be evaluated periodically and adjusted accordingly. You will be informed of upcoming changes at least 2 weeks in advance before any price changes are implemented.
- I am not responsible for the lack of improvement or the worsening of your condition(s) if/when you do not follow the therapy schedule.