

Absolute Balance Bodywork

Policies & Procedures

Client Code of Conduct

To enjoy your massage experience to the fullest, we ask that you observe the Code of Conduct, and realize that personal awareness can help ensure your satisfaction, comfort and safety, as well as that of others.

CLIENTS HAVE THE RIGHT TO:

- A clean, safe, comfortable, and eco-friendly environment
- Stop a treatment at any time, for any reason
- Be treated with consideration, dignity and respect
- Trained clinic staff who respectfully conduct treatments according to proper protocols, policies and procedures
- Give constructive feedback regarding their massage experience
- Information regarding staff training, licensing and certification

CLIENTS HAVE THE RESPONSIBILITY TO:

- Communicate their preferences, expectations and concerns
- Communicate complete and accurate health information and reasons for their visit
- Treat clinic staff and other guests with courtesy and respect
- Not wear perfume or scented body lotion in consideration of our clean air policy and other people's allergies
- Adhere to the clinic's published policies and procedures.

Payment

We currently only accept cash, checks, and gift certificates issued by us or an instant gift certificate from our website. Please be sure to treat your gift certificates like cash, and must be present to be honored. Any returned checks will be subject to a \$30 fee.

Making and Canceling an Appointment

We require reserving an appointment in advance in order to ensure availability. If you need to cancel or change an appointment, please do so at least 24 hours in advance. Cancellations with less than 24 hour notice will be billed for the full amount of the session. We understand that emergencies happen, and will make every effort to make reasonable exceptions.

Arrival

Please arrive at least 15 minutes prior to your appointment time in order to prepare for your massage experience. This will give you a chance to unwind and ensure that you start your appointment on time. If you are running late, please don't hesitate to give us a call. Please note that your appointment will still end at its scheduled time, and you will still be charged the full amount of your service. We regret having to shorten any valuable time from your service due to lateness. If for some reason the therapist arrives late, the session can either end at the originally scheduled time with a reduction in fees of one dollar per minute that the therapist is late or you have the option to reschedule to a later date.

Environment

The beauty of silence helps us to create a tranquil environment - please speak quietly during your healing touch journey. Please silence all cell phones upon entering the center. Smoking is not permitted.

Rates

Session fees are as follows: 1 hr = \$60 1½ hrs = \$80 2 hrs = \$110 Student rate = \$45/hr
Chair Massage = \$1/min (15 minute minimum) Outcalls = add'l \$40 per session (except Event Chair Massage)
Package rates and discounts = see Standard Rates page for details.

Consideration for Clients Who Are Minors

Clients under 18 years of age must have a parent or guardian present during the sessions at all times.

Privacy

We respect your privacy. Your modesty will be respected at all times by keeping your body covered by the sheet. Only areas of the body that are being worked on will be uncovered. In addition, we will never give, lease, sell, or otherwise disclose your personal information. Any information you supply our clinic will be held with the utmost care, and will not be used in ways to which you have not consented.

I have read, fully understand and agree with the above information. I realize that massage therapy promises no long term results and will not cure any health problems that I may have.

Client Name (Print): _____ Signature _____ Date _____

Therapist Name (Print): _____ Signature _____ Date _____