

Important Policies & Procedures for Massage Services

Appointment Policies

We reserve the therapy room for 60, 90 and 120 minutes for massage therapy sessions. A therapeutic session is a minimum of 50, 80 or 110 minutes, respectively. Your first session will include a client intake form so that we can customize a massage that is perfect for you. To ensure that you have all the table time that is reserved specifically for you, we recommend that you arrive at least 15 minutes prior to your first scheduled appointment. This allows you ample time to fill out the client form to prepare for your session. **Due to an increase in no shows a credit card is required to reserve your therapist and therapy room.**

No-shows

We request the courtesy of a 24-hour cancellation notice of an appointment. Your massage session is reserved especially for you. If you are within this booking time, you are already confirmed for your treatment and the cancellation policy will be in effect. Without this notification you will be charged for the session. This policy also applies to pre purchased Groupon deals and gift card holders. Your therapist is reserved especially for you and this will pay for the time they set aside for you.

Thank you for your understanding **and** your reciprocal commitment to their care. We appreciate you!

Appointment/Cancellation Policy

- You may cancel your appointment without charge any time 24-hours before your appointment.
- We understand that life “happens” and that sometimes last minute cancellations will be necessary for you to make. However, same day cancellations will be charged the full price of the service. This will defer the cost of the therapist and the room that has been reserved especially for you. Thank you for understanding!
- If you do not call to cancel your appointment or do not show up for your scheduled appointment, you will be charged full price for the scheduled service.

A client arriving late for their scheduled appointment cannot be guaranteed an extension of services. All appointments have been designed to allow the appropriate time for the full enjoyment of the service, and to accommodate a full day of reservations we must respect the time of others. Your late arrival may limit our ability to offer the fullest experience possible. An unhurried and relaxing treatment will be rendered only for the remainder of the scheduled session. You will be responsible for the full service.

If we are running late we will give you your full treatment time for the service you reserved.

Kim's Nail Care

Your comfort

Speak with the therapist directly about style and depth of pressure. You must be 18 or over to receive massage treatments or have consent of parent or legal guardian. For massage, you should undress to the extent comfortable for you. We provide draping for clients and safe, non-sexual massage.

Personal Hygiene

Please maintain personal hygiene. Showering before your massage is required. In keeping with our commitment to cleanliness, safety and hygiene, our equipment is sterilized and sanitized to medical standards after every service and treatment.

Payment

Payment is due at the time of service. We accept cash, checks, and all major credit cards. Credit card is required to reserve appointment time.

Tipping

A gratuity is a gift, and it's appreciated. It is traditional to tip if you feel you have received excellent service. If you would like to tip, 15-20 percent is a good guideline. If you wish to tip your therapist you may give it to them directly or leave it at the front desk using cash, credit or debit upon check out.

Policy Statement

The massage therapy given here is for the purposes of deep relaxation, stress management, reduction of muscular tension and developing holistic personal awareness. We do not diagnose illness, disease or any other physical disorder. We do not prescribe medication, or perform spinal manipulations. All massages are non-sexual. If sexual advances are made or sexual intentions relating to the session are made known, we have the right to terminate the massage immediately. We reserve the right to refuse to work on a person under the influence of alcohol or drugs.

We respect all clients regardless of their age, gender, race, national origin, sexual orientation, religion or political affiliation. We will maintain confidentiality of all clients' information except in the event the client agrees to disclosure in writing, or by court order.

We shall not be held liable for any conditions that arise after the massage. Clients agree to this for the initial and future massages by signing the informed consent form. Consent may be withdrawn at any time by either party and clients are encouraged to continuously communicate boundary requirements with us. The client agrees to state all information on the health history form accurately and completely, and will inform me of any new conditions or changes in health.

Thanks for coming in! It is our pleasure to serve you!