



# Balanced Bodywork Massage Therapy

**Please, be aware of our clinic policies. These policies ensure the safety and satisfaction of both our clients and our employees. Know what to expect from us and what we expect of you.**

## Cancellation Policy

- You may cancel without charge if you cancel at least 24 hours before your appointment start time.
- Cancellations with less than 24-hour notice may result in a \$40.00 charge (except in cases of illness, emergency, or inclement weather).
- No-Call-No-Shows will result in a full charge for the scheduled services.

## Combined Discounts Policy

Packages, memberships, and specials are already discounted and may not be combined with other discounts. Should other current discounts or offers turn out to be a better deal, we will do our best to ensure your satisfaction.

## Our Clinic Policies

- Keep the clinic informed of any current medical conditions or any changes in health before each session.
- Arrive to your massage therapy appointment clean and do not wear cologne or perfume.
- If any pain or discomfort is experienced during the session, immediately communicate with the therapist so the treatment can be adjusted.
- Clients and our staff are all asked to reschedule appointments as soon as they begin feeling unwell.
- For the comfort of the massage therapist and other clients who may have allergies, please refrain from wearing perfume or fragranced products to your appointment.
- Payment is due in full at the time of service--cash, check, credit card, or gift card.
- By using a check for payment, you authorize us to charge you for amount of the check plus a \$35 bank processing fee if it is dishonored or returned for any reason.
- Please arrive early to your appointment. If you arrive late your session may be shortened in order to accommodate appointments that follow yours. Full payment for your scheduled session will still be expected.
- Massage therapist-client relationships must be kept professional, or be terminated if things become personal.
- We have a **zero tolerance policy** and any sexual advances, innuendo, or inappropriate touching will not be tolerated and is grounds for immediate termination.

## Disclaimers

Massage therapy and bodywork are intended to enhance relaxation, reduce pain, increase range of motion, improve circulation, and offer a positive experience of touch. Massage therapists do not diagnose, prescribe medical treatment or pharmaceuticals, or perform spinal manipulations. Massage is not a substitute for medical treatment or diagnoses, and it is recommended that you see a physician for any conditions that you may have.

None of the information provided is intended to act as a substitute for medical advice, nor does it involve the diagnosis, prognosis, or prescription of remedies for the treatment or prevention of any disease or ailment.

*We respect your privacy.*

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Signature

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Date

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[www.massagelacrosse.com](http://www.massagelacrosse.com)