

Arrival to your wellness session

Please arrive for your massage appointment 15 minutes prior to the scheduled starting time. This allows you the time for a relaxed and unhurried experience.

Late arrivals

If late arrival is inevitable, your service(s) will be shortened to accommodate others whose appointments follow yours. Depending upon how late you arrive, your therapist will then determine if there is enough time remaining to start a treatment. Regardless of the length of the treatment actually given, **you will be responsible for the “full” session**. Out of respect and consideration to your therapist and other customers, **please** plan accordingly and be on time. No full or partial refunds will be given.

Cancellation

Please provide at least **24 hours notice** if you need to reschedule, cancel an appointment, or reduce your appointment hours. This allows the opportunity for someone else to schedule an appointment. If your appointment is on a Monday, notice must be given 24 hours before your appointment that Friday; **weekends don't count toward the 24 hour notice policy**. If you are unable to give us 24 hours advance notice you will be charged the **full amount** of your appointment. This amount **must be paid** prior to your next scheduled appointment.

No-shows

Anyone who either forgets or consciously chooses to forgo their appointment for whatever reason will be considered a **“no-show.”** They will be **charged** for their **“missed”** appointment. This amount **must be paid** prior to your next scheduled appointment.

Consideration

Consideration is something we all try to practice every day with the people we meet. This is especially important in our clinic which is a small, enclosed environment. So in order to be considerate of our other clients, we ask that you pay attention to the following suggestions:

Please do not wear scented products when receiving a wellness treatment. It can interfere with the effectiveness of your detoxification experience as well as provide an allergen for chemically-sensitive individuals within the clinic.

Cell phone use is not permitted within the clinic. If your phone is with you, and on vibrate, we ask you not to answer it while inside the clinic. If you must use your phone, please step out into the hall to do so.

Please speak softly while in the clinic. Loud sounds do carry within the clinic, and your conversation should remain private. To ensure that and to not disrupt another person's relaxing session, please speak at a lower volume (Use your inside voice!).

It is your responsibility to disclose to your therapist any and all past and present medical conditions, and you release him/her from any and all liability due to injury or other causes resulting from the exercise of their duties. You understand that all treatments given are done so by a qualified therapist and you expressly give permission for the treatments received. If you have any questions at all about the appropriateness of our therapies for your individual health conditions, we recommend discussing everything with your physician and you may choose to do so before scheduling an appointment. Nothing that we provide is intended to take the place of standard medical care, nor to diagnose or treat disease. Our therapies are designed to complement your health choices and provide support through treatment.