

***It is my intention to provide my clients with a professional and therapeutic massage. The following policies and procedures serve as a guide for first-time and regular massage clients of Riktr Pro Massage.***

**APPOINTMENT POLICY**

All appointments should be booked at least 24 hours in advance, unless otherwise posted or advertised. You can also book an appointment up to 2 months in advance. If you require a same day appointment, you may call 805-637-7482 for availability (2 to 4 hour advance notice may be required).

Please respect our time and the time of others. When you schedule an appointment, your appointment is blocked just for you to ensure you receive the full amount of time you have requested.

**NOTICE OF CANCELLATION POLICY**

Notification of **cancellation** must be received 24 hours in advance by phone. Clients who cancel their reservations within 24 hours will not incur a fee the first time; subsequent cancellations will be charged at half the cost of the massage scheduled. No-shows will be assessed on a case by case basis. Chronic problems with cancellations may require a client to pay in advance for services.

**IF YOU ARE SICK:** We do understand that emergencies and illnesses do occur – if you are sick, if you have a fever, are vomiting, or have children that are ill and need you at home, within 24 hours of your appointment – **please** cancel your appointment. Equally, if there is a hurricane or other natural disaster, please feel free to call and reschedule your appointment. There is no charge for these types of cancellations. We care about you.

We understand that life “happens” and that sometimes-last minute cancellations will be necessary for you to make.

If you do not call to cancel your appointment or do not show up for your scheduled appointment, you will be charged the full price of the scheduled session. If you have a late cancel you will be charged for ½ of your scheduled session.

Late arrival to an appointment **means less time with a therapist**. You may stay, but you will only receive the balance of your session and you will still pay the full price. We recommend clients **arrive 10 to 15 minutes before** their session to ensure there is adequate time for paperwork and consultation before each massage.

Therapists are **not required to wait longer than 15 minutes** for late arrivals who have not called ahead. If you are tardy for your appointment by 15 minutes or more **and the therapist has not heard from you**, the therapist has the right to leave the site or refuse service and consider you a no-show for your appointment. From there, no-show policies will apply.

### ***Late Arrivals***

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 or if you prefer you may reschedule your appointment with no additional fees.

### ***No Show Policy***

Clients who fail to show up for their scheduled appointment will be charged the full price of the services at the time the services were scheduled.

### ***Medical Conditions***

It is the responsibility of the client to keep the massage therapist or practitioner informed of any medical treatments, areas of recent injury or surgery, and drugs and herbs being administered, and to provide written permission from the physician, chiropractor, physical therapist, etc., so that a safe treatment may be performed if requested.

The client must also keep the massage therapist informed of any changes in health conditions so we may offer safe treatments.

In the case of a client who is currently undergoing treatment for Cancer, a consultation and a release form with their current Oncology health team will be required to start treatment at Riktr Pro Massage for Massage, and ongoing communication with their health team will be required for future massage treatments.

### ***Your Comfort.***

Speak with the therapist directly about style and depth of pressure. For massage, you should undress to the extent comfortable for you. We provide full draping for the comfort of our 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. Avoid wearing strong perfumes or cologne.

## ***PAYMENT***

Payment is due at the time of service.

**Due to an increase in no shows a credit card is required to reserve your therapist**

**A Credit Card Non – Refundable \$25.00 Deposit is required for new clients to reserve an appointment time.**

## ***INSURANCE***

We are not accepting health insurance at this time.

## ***PAYMENT POLICY***

We accept all major **Credit Cards, Debit Cards, Paypal, Cash or Local Checks\*** - (drivers license number required). **Gratuity is not included** in your service price. You are not required to tip your therapist, but your generosity is greatly appreciated and validates your experience and well as your therapists experience.

**\*\* Returned checks are subject to a \$45 fee. \*\***

We depend on your good word and we appreciate your business, but cannot afford the liability of returned checks.

## ***GENERAL POLICY***

We provide professional, therapeutic massage and wellness consultation. If you have questions regarding any technique the massage therapist has explained to you, please ask your massage therapist to clarify. Should the therapist or client feel uncomfortable in a session, **either party may terminate the massage** immediately without consequence. We encourage clients to speak with their massage therapist if they are uncomfortable with any techniques or stretches performed during the massage. Each massage session is tailored to each individual and is for therapeutic purposes.

All clients will **fill out a health/personal history form** before the massage - even if you are late. This information will be kept confidential, but is required for health and safety purposes. Client must be 18 years or older to receive a massage. If you are under the age of 20, you might be asked to show your ID. Clients under the age of 18 will require a parent or legal guardian to sign consent form and will be required to remain present during the entire massage session.

On-site chair massage is available to business or companies who schedule in advance.

## ***INFORMED CONSENT***

Prior to each massage session, the treatment plan will be discussed with you. At your first visit with Riktr Pro Massage you will be asked to sign the consent stating that you have read the information, understand it, and agree to comply with the professional massage therapy policies and procedures.

## ***CONFIDENTIALITY AND CONVERSATION***

The discussion between the massage therapist and the client is confidential. The client may or may not choose to talk during the massage.

We are happy to listen to your conversation and share our professional expertise. We prefer to not discuss topics of a political, private or sexual nature.

***GIFT CERTIFICATES***

Gift certificates are available. Gift Certificates expire as noted from date of purchase. Gift Certificates are non-refundable and should be presented at time of service. No-showing on a gift certificate reservation **will void the certificate** without exception. Discounts and promotions cannot be combined unless otherwise stated.

***Thank you for considering Riktr Pro Massage Massage.. always appreciate the opportunity to serve you and hope to see you soon!***

***Massage Policy and Procedure Consent Form***

I, \_\_\_\_\_ have seen a copy of Riktr's Pro Massage's policies and procedures and certify that I have read the information, understand it, and agree to comply with the professional massage therapy policies and procedures.

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_