

Policies at Time To Relax

Time Management/Cancellations:

Sessions begin and end at scheduled times. Sessions that begin late because the client arrived late end at the appointed time and are full price.

Your appointment time is reserved especially for you. 24 hours notice is required to cancel appointments without a fee. The missed appointment/late cancellation fee is 100% of the appointment fee. If you have a pre-paid package, the missed appointment will count as a redeemed session. **Please call or text [612 638 7981](tel:6126387981) to cancel with less than 24 hours notice.**

If a client cancels without notice s/he will be considered a “no show” and the fee applies.

Emergency cancellations are determined at the practitioner’s discretion.

If I need to cancel an appointment, I do so within 24 hours* whenever possible. If an emergency arises and I cannot keep an appointment, clients will be contacted as soon as possible and given the option to reschedule.

*If I become ill I will contact you as soon as possible to reschedule all appointments.

Payment:

All appointments **require a credit card** to hold your spot. The card will **NOT** be charged **until** the time of the **appointment**. Checks and cash will be accepted at time of appointment if client so desires.

Full payment is expected at the time service is rendered.

I do not accept insurance. I do accept HSA/FSA cards with a Mastercard or Visa logo, check with your plan administrator as each HSA/FSA plan is different.

Bounced checks: full payment for the session in addition to the **bounced check fees** must be submitted in a different form and **checks will no longer be accepted** from the client.

Behavior:

Sexual harassment is NOT tolerated. If the practitioner’s safety feels compromised, the session will be terminated immediately. Clients will not be touched in "private" areas of the body (women's breasts, male and female genitals)

No smoking, alcohol, or other substance use/abuse will be tolerated in this environment. Do not bring young children, food or beverages to treatment sessions.

Turn **Cell phones “Off” or at least to “Silent” during sessions**, calls and messages can be returned after the session.

Supplies/Procedures/Security:

Clients will provide a **health history** at their first appointment and update as needed.

Please bring shorts, and for women, a sports bra or loose fitting tank top to wear for sessions. Please do not wear lotion, it makes the skin too slippery.

Please do not arrive more than 10 **min early** if you are an established client.

Evening appointments the **outside building doors** will often be **locked**. Please wait for me to let you into the building. You may **text or call** me to let me know you have arrived if you wish.

COVID/General Health and Sanitation Policies

I will wear a mask for each session. I will wash my hands before and after your session. Wearing a mask for clients is up to each individual.

If you or someone you have close contact with has:

a fever in the last 24 hours of 100°F or above

any respiratory or flu symptoms, sore throat, or shortness of breath

Please contact me to reschedule 612 638 7981. A call, voicemail or text identifying yourself and why you are canceling/rescheduling is **required**. Voicemails and texts may receive a return phone call.

IF YOU have been in **contact** with anyone in the last **10 days** who has been **diagnosed with COVID-19** or has coronavirus-type symptoms **OR** It has been **10 days or less since you have had a positive COVID 19 test without symptoms OR the end of COVID symptoms. A MASK is REQUIRED to receive service. If you do NOT have a mask, Time To Relax will provide a mask.**

The studio is cleaned between each client. Air purifiers run continuously. Each client has clean sheets and equipment.

Communication, Nondiscrimination, Privacy and Professionalism:

I provide clients with a competent and professional session each time they come for an appointment, addressing the client's needs for that session.

I refer my clients to appropriate specialists when work is not within my scope of practice or not in the client's best interest.

I am available to clients during my regular business hours **Tuesday – Friday**. Clients may reach me via voice mail, text or email 24 hours a day. Messages are checked less often on Saturday, Sunday and Monday.

I return calls and messages within 24 hours unless I am out of town. **If you message me and do not get a response, please try again, it means I did NOT get your message.**

Appointment reminders are sent via email approximately 2 days before the session. If you need a reminder via text, please opt into text reminders in Vagaro or tell me.

All clients are treated with respect and dignity. I respect all clients regardless of their age, gender, race, national origin, sexual orientation, religion, socioeconomic status, body type, politics, state of health or personal habits.

Privacy and confidentiality are maintained at all times.

Rates and Hours

January 1, 2025 Rates

One hour session = \$100

90 minute session = \$150

Save \$50 off the Regular rates by purchasing packages:

5 One Hour Sessions = \$450

5 90 Minute Sessions = \$700

Package Policies:

- Packages do not expire.
- Any sessions not used within a year of purchase may be redeemed toward the full current price of the same length of sessions in the package.
- Packages may not be shared between multiple people.
- No packages sold as gifts.
- If a refund is necessary for a package or partial package, the full session price of used sessions as well as a 3% processing fee will be deducted from the refund.

Hours

Open By Appointment Only Tuesday – Friday