

## 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.

**If cancellation is necessary, please give 24 hour notice\* or you will be charged a \$30 fee regardless of the length of the appointment. If a client cancels without notice s/he will be considered a “no show” and the fee applies.**

**\*If you are ill, to please contact me as soon as possible to reschedule.** There will be no fee for cancellations with less than 24 hour notice of in-person appointments due to illness with communication from the client.

**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**. This is to comply with contactless payment guidelines. 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 **5 min early** if you are an established client.

**Evening and Saturday appointments** the **outside building doors** will 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.

**Mask or Face Covering Encouraged per guidelines by CDC.** I do have some available for clients if needed. I am wearing a mask for sessions.

Clients will complete a **COVID-19 Waiver** at their first appointment and **COVID-19 Screening** at EVERY appointment.

**Wash your hands or use hand sanitizer upon arrival.**

### **Special Requirements for Virtual Sessions - Private 1:1 classes done via Zoom**

Please **have self-care tools available** such as: blue ball, foam roller (or something similar), tennis balls, a kitchen chair (no wheels).

**Once scheduled for a virtual session, a Zoom link will be emailed.**

**Internet access with video and audio** via computer, phone or tablet required.

### **Communication, Nondiscrimination, Privacy, Sanitation 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 – Saturday**. Clients may reach me via voice mail, text or email 24 hours a day. Messages are checked less often on 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 voice or text, please 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. **If COVID-19 Contact Tracing is necessary, your information will be provided to the Contact Tracer solely for the purpose of notifying you of possible exposure.**

**My equipment and supplies are clean and safe.** Each client gets clean sheets etc. **All equipment** and furnishings in the room are **sanitized** between clients. An air purifier runs in the space/s continuously.

If a client is dissatisfied with a session, and no other arrangement can be agreed upon, a 50% refund is honored.

## Rates and Hours

### 2022 Rates

One hour session = \$90

90 minute session = \$135

Seniors/Military will receive a \$10 discount at time of checkout. (\$80/\$125).

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

5 One Hour Sessions = \$400

5 90 Minute Sessions = \$625

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.

Virtual Online 1:1 Private Self-care Classes \$30

### Hours

**Open By Appointment Only Tuesday – Saturday**