



BALANCING LOTUS POLICIES

It is our intention to provide our clients with professional and therapeutic services; the following *policies and procedures* serve as a guide for first-time and repeating guests of Balancing Lotus Massage.

We strongly believe that your time is valuable as is ours and we make every attempt to be ready for your appointment at the scheduled time. In our commitment to provide a unique and outstanding experience to all of our clients and out of consideration for our therapists' time, we have adopted the following policies:

Arrival to Your Massage or Treatment

Please allow early arrival for your appointment 15 minutes prior to the scheduled starting time. This allows you the time to fill out the appropriate client form (new clients), change and prepare for the service. All treatment sessions have a specific time schedule and early arrival allows for a relaxed and unhurried experience. If 15 minutes arrival is inevitable, your service may be shortened in order to keep on schedule and the original treatment time may be charged if you want complete time requested.

Cancellation Policy

Please provide at least 24 hours notice if you need to reschedule or cancel a treatment. If a client fails to cancel within 24 hours multiple times (2 or more), they may be asked to pre-pay for future services.

Late Arrival Policy

All treatment sessions have a specific time schedule therefore we regret that late arrivals may not receive extension of scheduled appointments. In special cases, and when our schedule will allow, we may be able to accommodate a partial or full appointment. This will be at our discretion and

only with proper, advanced notification of your late arrival. The original reservation fee will be charged.

No Show Policy

At **Balanced Lotus Massage**, we understand that unanticipated events occur in everyone's life. Unforeseen events such as car problems, business meetings and children's illnesses, are just a few reasons why one might consider canceling a massage appointment. However, we ask that you call if you cannot keep your appointment. Clients who fail to show for appointments repeatedly may be asked to pre-pay for future services. It is important that our therapists are compensated for reserved time slots.

Informed Consent

Prior to each massage session, the treatment plan will be discussed with you. At your first visit with us you will receive a copy of the massage therapy policies and will be asked to sign the consent form stating that you have read the information, understand it, and agree to comply with the professional massage therapy policies and procedures. Clients who we have not seen for at least a year may also be asked to fill out this form.

Scope of Practice

Balancing Lotus Massage therapists are licensed professionals and held to the highest standards. Massage Therapy is a profession in which the practitioner applies manual techniques, and may apply adjunctive therapies, with the intention of positively affecting the health and well-being of the client.

Massage therapists, do not diagnose or prescribe for medical conditions. Our therapist may refer you to a medical doctor for diagnosis or treatment. Our services are not intended as an alternative for proper medical attention for specific conditions. Please refer to a medical doctor for any specific condition which requires medical treatment.

Respect for Client Needs and Boundaries

Our Massage Therapists are happy to adjust pressure, temperature, musical volume, work longer on an area or move on if you request it. The client may choose to: leave on as much clothing as needed for comfort, refuse any massage methods, stop massage at any time. The client will always be modestly draped. Only the area being massaged will be undraped. The clients will be kept informed of the area to be massaged. Sexual interaction or discussion of any kind between the client and the massage therapist is NEVER appropriate.

Confidentiality and Conversation

We treat all client visits and conditions as confidential. As such, we will not discuss your visit with anybody outside of our staff without your express permission. You may choose to talk or not talk during the massage. Conversation will be guided by the client's direction.

Existing and New Medical Conditions

It is the responsibility of the client to keep the massage therapist informed of any medical treatment currently being taken, and to provide written permission from the physician, chiropractor, physical therapist, etc., that the massage may be continued.

The client must also keep the massage therapist informed of any changes in health conditions. For clients undergoing chemo and radiation therapies – Please note that we require a doctor's note that states the doctor is aware of and agrees to the desired treatment.