

Turtle Dance Bodywork Company Policies

Please read very carefully ! By scheduling an appointment, you automatically agree to the following policies. You will be asked to sign a copy of these policies before your first session. In order to reduce time doing paperwork before your appointment, a PDF file has been set up for downloading here.

1) New Cancellation Policy

24-hour advance notice for cancellations and schedule changes (including no-shows). Home visits still require 48 hours notice.

Clients who miss, cancel or reschedule within the time frames listed will provide us with contact information for 3 friends/ associates to whom we can send an introductory gift. This will include a gift certificate for massage, along with other promotional items.

While we realize that circumstances occasionally make it impossible to keep our appointments, this is a great way to redeem the time in a friendly way, extend a gift to your friend, and possibly generate new clients for us. It's a win-win! We like to think of it as making lemonade from lemons.

2) Though we make every effort to provide a courtesy confirmation call 1-3 days before all appointments, it is still each person's responsibility to be on time. If the client realizes they will be late, it is their responsibility to contact us as soon as possible. We will make every effort to provide as much time as possible. If they are very late, we will use the remaining time to address the most pressing issues. **The regular session fee applies.**

Calls for late arrival must be made no later than the first 15 minutes after the scheduled appointment time, otherwise they will be considered a no-show. Please understand that failure to arrive, or cancelled or shortened appointments without proper notice will be charged the full cost of the original session.

3) Adequate notice is 24 hours for office visits, and 48 hours for mobile visits.

4) Payment is required at or before the time of the session. Cash, checks and credit cards are acceptable forms of payment.

5) Checks returned for insufficient funds will be assessed a \$20.00 fee for processing.

6) The information supplied on the intake form must be complete and accurate to the best of the client's knowledge. That information, as well as the notes made by the therapist regarding each session, are confidential and will be kept secure except as required or allowed by law, or by prior written consent of the client.

7) Before each session, we will discuss the goals for the session and together, we will plan a course of treatment that is subject to the client's approval. Sessions are 50 minutes and 80 minutes, allowing time for consultation. In the event the client is late, the consultation is still important, particularly on the first visit. We will make every effort to be as efficient as possible to minimize the impact on session time.

8) It is very important to inform the therapist of any change in health status; physical, mental, or emotional, before the next appointment so that we can plan the session accordingly.

9) Intoxication of any kind is a contraindication to bodywork. If a client shows up for an appointment under the influence of any substance the session will be terminated and they will be responsible for full payment.

10) If the client is uncomfortable with the session for any reason, they may terminate the session at any time.

11) To maintain an atmosphere of professional integrity, and to comply with Massachusetts state law, the client will always be appropriately covered (or draped) with a sheet or towel. Private areas will never be purposefully exposed, examined, palpated, touched, or worked on. The client will leave the draping securely in place.

12) Sexual suggestions, requests, gestures, noises, movements, or comments will not be tolerated. These actions are cause for termination of the session with full payment.

Please call/email us at any time with any questions, comments, or concerns that you have, either pre- or post-session, and we will answer them to the best of our knowledge. If we miss your call, please leave a voice mail and we will return your call as soon as possible.

I have read, understand and agree to abide by the policies stated above

Signature _____ Date _____