



## **Massage Therapy Notice of Policies & Privacy Practices**

At balanceYoga by amanda we are committed to protecting your privacy. We recognize that it is our responsibility and privilege to support the physical, mental, and spiritual welfare of our clients and to uphold the dignity and integrity of balanceYoga by amanda (here in referred to as 'balanceYoga').

### **Privacy Policy**

Your privacy is very important to us. Any personal information you share with us will only be used to help us provide you with the highest quality service and support and will remain between the client and therapist. If at any time you feel your personal information is being exploited or you no longer feel comfortable sharing personal information, please inform your therapist immediately. You may choose if and to whom (spouse, healthcare provider, other) any private information is shared.

In addition, we will never share your contact or financial information with any other party. At this time, we do not accept Credit Cards as payment; we only accept cash or checks.

### **Cancellation Policy**

Please give at least 24-hour notice for cancellations. If you miss a scheduled appointment and fail to notify your therapist in advance, you will be responsible for the cost of that session. It is the client's responsibility to reschedule a missed session.

Cancellation requests may be made by contacting your therapist directly.

If you are late for an appointment, the session will still end at the originally scheduled time. If you are more than 15 minutes late for an appointment, the session will be canceled at full cost to the client and will need to be rescheduled. Any exception made is at the therapist's discretion.

### **Gift Certificate Refund Policy:**

Gift Certificates are non-refundable.

### **Inclement Weather Policy:**

In an effort to keep everyone safe during inclement weather, balanceYoga may need to cancel sessions from time to time. The therapist will notify you by phone, email, or text as soon as a decision is made to cancel a session due to inclement weather. The notice may also be placed on the website or Facebook page.

### **Medical History Policy:**

Each client's medical history will be taken, reviewed, and/or updated prior to receiving the massage in order to insure the appropriate type of massage is provided.

**Modesty Policy:**

The client will be asked to remove as much clothing as is comfortable prior to the massage. The client will undress after the therapist has given instruction on how to position himself/herself under the sheet on the massage table. The therapist will leave the room while the client undresses/redresses. Prior to entering the room, the therapist will knock on the door and request permission from the client to enter. The only exception to this policy is in circumstances that the client requires and requests assistance from the therapist due to physical infirmity.

**Hygiene Policy:**

The client is expected to arrive at the appointment having followed proper hygiene etiquette. Please shower or bathe the night before or the day of your massage.

**Alcohol/Drugs Policy:**

If a client has used any mind-altering substance, including alcohol, within the last 8 hours, the massage will be cancelled. The client will be turned away and charged in full for the “missed” appointment.

**Ethics Policy:**

Although all clients can expect information obtained in the course of the therapeutic relationship to be kept confidential, at times the therapist will be required to notify proper authorities to insure client safety, specifically if the client discloses information regarding harm to self or others, or by another person. Massage is a professional procedure. Any misconduct (sexual, breach of confidentiality, etc.) is not acceptable.

***\*Proof of receipt of the Massage Therapy Notice of Policies and Privacy Practices will be made by signing the Release and Waiver of Liability Agreement.***