

# *Jenny, LMT/Reiki Practitioner*

## Massage Therapy Policy

### **Purpose:**

- The purpose of this policy is to outline what is expected from Massage Therapist and Clients

### **Code of Conduct:**

- To fully enjoy the massage therapy experience, we ask that you observe the Code of Conduct; realizing that personal awareness can help guarantee your satisfaction, comfort and safety as well as that of others.

### **Jenny's Touch Clients have the right to:**

- A clean, safe, comfortable, and friendly environment
- Clients may stop the treatment at any time, for any reason
- Clients will be treated with consideration, dignity and respect at all times
- Massage Therapist will respectfully conduct all treatments according to Jenny's Touch policy and procedures
- Clients may ask the Massage Therapist(s) about their experience at Jenny's Touch
- Clients also have the right to ask about staff training, licensing and certification

### **Jenny's Touch Clients have the responsibility to:**

- Communicate their preferences, expectations and concerns
- Communicate complete and accurate health information and reasons for their visit
- Treat all staff and other clients with courtesy and respect
- Abide by all Jenny's Touch published policies

### **Payment:**

- We accept cash, check, all major credit cards and Jenny's Touch gift certificates.

### **Making Appointment:**

- A valid credit card number or pre-payment is recommended to hold any massage appointments at Jenny's Touch; your card will not be charged until services are rendered or other payment is agreed upon.
- If you are a **Groupon Client** you are required to provide Massage Therapist with your Voucher number prior to booking appointment.
- We highly recommend reserving and appointment in order to ensure the availability of the Massage Therapist; however, I am delighted to accommodate you on short notice if I have an opening.

### **Canceling or Rescheduling an Appointment:**

- If you need to change, cancel or reschedule any appointment, a mandatory 24 hours is required. If your appointment is not cancelled or rescheduled within 24 hours prior to your appointment you credit card will be charged ½ price of the scheduled service for the first time, the full price of your scheduled service for the second time and for any other cancelled or missed appointments with out 24 hour notice will require a Mandatory pre-payment required to book any appointments, this also includes any No Show appointments. If you schedule a same day appointment and cancel or reschedule, you will be charged the full price of your scheduled service as it is less than the mandatory 24 hour notice. I strictly adhere to my cancellation policy out of respect to other clients.

### **Arrival:**

- If you are a New Client, please arrive at least 15 minutes prior to your scheduled appointment time in order to fill out any paperwork needed and to prepare for your massage experience; this will ensure that you start your appointment on time.
- If you are an existing Client please arrive at least 5 minutes prior to your scheduled appointment; this will prepare you for your massage experience and ensure that your appointment starts on time.
- If you are running late, please don't hesitate to give me a call. **Note:** your appointment will still end at its scheduled time and you will be charged the full service amount. I regret having to shorten any valuable time from your service due to lateness.

### **Environment:**

- In order to provide you with the best experience, I believe that silence helps us create a tranquil environment; please speak quietly during your massage. All cell phones must be put on vibrate or silence upon entering the massage room.

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### **Gratuities:**

- Gratuities are not included in any service; although it is not mandatory it is greatly appreciated.

### **Prices:**

- Prices are listed on my pamphlet, website and scheduler and are subject to change at any time without notice.

### **Gift Certificates:**

- Please treat your gift certificate like cash; it must be presented at time of appointment to be honored.

### **Privacy:**

- Jenny's Touch values your privacy. We will not give out or otherwise disclose any of your personal information without your written permission.

### **Consideration of Minor clients:**

- Jenny's Touch gives special consideration to clients who are under the age of 18. Clients under the age of 18 must have written permission by a parent or guardian prior to their first massage session. Clients under the age of 16 years old must have a parent or guardian present at all times. All clients under 18 must be schedule with a same-gender therapist or a parent/guardian present.

*I look forward to serving you!*

