



## Interaction Policy Form

### My Requirements of Clients:

1. Sessions begin and end at scheduled times. Sessions begun late due to the client arriving late end at the appointed time and are full price.
2. Be present (not under the influence of alcohol or drugs).
3. Clients provide a health history and update when necessary.
4. If cancellation is necessary, please give 8-hour notice or you are charged for the appointment. Emergency cancellations are determined at the practitioner's discretion.
5. Payment is expected at the time service is rendered.
6. Clients must have at least two appointments held within the office, before they receive an in home massage appointment.
7. On out-call appointments if a client does not arrive within 15 minutes of the appointed time, he/she is charged for the appointment.
8. Sexual harassment is not tolerated. If the practitioner's safety feels compromised, the session is stopped immediately.
9. This office is a non-smoking environment.
10. Be clean, having showered the same day as the treatment.
11. Do not eat a heavy meal less than two hours prior to the treatment.

### What clients can expect from me:

1. I provide my clients with a competent and professional session each time they come for an appointment, addressing the client's specific needs for that session.
2. I am available to my clients between the hours of 8am- 7pm on Tuesday – Thursday. Hours are subject to change. My clients may reach me through my answering service on a 24-hour basis.
3. I return calls within 24-48 hours unless I am out of town.
4. Clients are treated with respect and dignity.
5. I charge a fair price for my services and offer a sliding fee scale when appropriate.
6. Payment is due at the time of service unless other arrangements have been made prior to treatment. I accept cash and checks.
7. I do not provide billing for insurance.
8. Appointments may be confirmed the day before the session when appropriate.
9. I perform services for which I am qualified (physically and emotionally) and able to do, and refer to appropriate specialists when work is not within my scope of practice and/or not in the client's best interest.
10. I keep accurate records and review charts before each session.
11. I customize my treatment to meet the client's needs.
12. I stay current with information and techniques by reading, receiving regular sessions (of the same service I provide) and taking at least one workshop per year.
13. I respect all clients regardless of their age, gender, race, national origin, sexual orientation, religion, socio-economic status, body type, political affiliation, state of health or personal habits.
14. Privacy and confidentiality are maintained at all times.
15. If I need to cancel an appointment, I do so within 8 hours whenever possible. If an emergency arises and I cannot keep an appointment, I provide a 50 percent discount with a client's next session. For non-emergency cancellations of less than 4 hours, the next session is at no charge.
16. My equipment and supplies are clean and safe.
17. Personal and professional boundaries are respected at all times.
18. If a client is dissatisfied with a treatment, and no other arrangement can be agreed upon, a 50 percent refund of the treatment is honored.
19. Clients may return for refund any unused products (in saleable condition) within 10 days of purchase.
20. Clients are draped with a sheet or towel at all times during the session. Only the parts of the body being worked on are exposed at any time. The genitals are never exposed or massaged.

*I have read, understand, and agree to comply with the above guidelines.*

Client Signature \_\_\_\_\_ Date \_\_\_\_\_

Practitioner Signature \_\_\_\_\_ Date \_\_\_\_\_