



POLICIES

Clients:

- ♥ In order for us to be on time for all our clients, we regret that we cannot give you additional time if you arrive late. You will also be billed for the full appointment.
- ♥ Our time together is important. Unless there is an emergency, it is requested that you cancel your appointments no less than 24 hours in advance, or you will be asked to pay the missed appointment fee in full.
- ♥ Returned checks will be assessed a \$25.00 fee.
- ♥ Please do not arrive under the influence of drugs or alcohol.
- ♥ Clients will be asked to provide a current health history. It is important for you to make us aware of any health problems. Some treatments are not recommended for certain conditions.
- ♥ Payment is expected at the time service is rendered.
- ♥ This office is a non-smoking environment.
- ♥ For health and courtesy considerations, please arrive recently showered.
- ♥ Please turn off cellular phones and pagers.
- ♥ Appointments are required.
- ♥ Sexual harassment of any kind is not tolerated. Any such behavior or remarks will result in the immediate termination of the session and the client will be liable for full payment of the scheduled appointment.
- ♥ We do not have day care facilities. Please do not bring children to your session.

Therapists:

- ♥ Your therapist will provide you with a competent and professional session each appointment. Your specific needs will be addressed with each session.
- ♥ Your calls will be returned within 24 hours, except during holidays.
- ♥ To ensure your best care, your practitioner will only perform services for which they are qualified and able to do. If needed, you will be referred to a specialist.
- ♥ Client privacy and confidentiality are maintained at all times.
- ♥ If your practitioner needs to cancel your appointment, it will be done no less than 24 hours in advance, if at all possible. In the event of a cancellation, every attempt will be made to accommodate you and your scheduling needs.
- ♥ Your comfort and safety are our priority. You will always be treated with sanitary and safe equipment. If there's anything we can do to add to your session, simply ask. We'll be happy to adjust the pressure applied, the lighting, or the music.
- ♥ Our therapists are trained in proper draping techniques and clients will be draped at all times. Private areas are continuously draped. It is completely up to the client to remove clothes to his or her own comfort level. Some lotions and oils may stain clothing left on.

Lifetime Therapeutic Massage LLC. All therapists are sole proprietors and not employees or contractors of Lifetime. Therapists set their own hours, fees and areas of specialization. Not all services available at Lifetime are provided by every therapist, and so may not be available every day.