

PRACTICE POLICIES

Please familiarize yourself with our Practice Policies. Understanding our services and the best way to communicate will help us ensure you have a pleasant experience and make your journey to better health a smooth one!

Please note...All information provided, is for general informational purposes only and is not intended nor should it be considered a substitute for professional medical advice. If you have or suspect you have a medical problem, promptly contact your professional healthcare provide

Arrival to Your Appointment

Please arrive for your appointment 5 minutes prior to the scheduled starting time. This allows you the time to change and prepare for the service. All treatment sessions have a specific time schedule and early arrival allows for a relaxed and unhurried experience. If late arrival is inevitable, your service may be shortened in order to keep on schedule and the original treatment time may be charged.

Cancellation Policy and Fees

Your therapy times are reserved exclusively for you. We value your business and ask that you respect the office scheduling policies. Should you need to cancel or reschedule, please notify us at least 24 hours in advance.

Any cancellations with less than 24 hours of notice are subject to a cancellation fee equal 50% of the reserved service booking. Clients who miss their appointments without giving any prior notification will be charged in full for the scheduled service. We recognize the time of our clients and therapists is valuable and have implemented this policy for this reason. When you miss an appointment with us, our therapists not only lose your business, but also the potential business of other clients who could have scheduled an appointment for the same time.

Essential Bodywork and Massage Therapy, LLC stands by its policies. It is only fair that we honor the same policies to our clients. If we have to cancel a client with less than 24 hours notice of the appointment scheduled, we will honor the same policy and your next appointment will be discounted by 50%.

All services require a credit card to guarantee a reservation, so please have your credit card ready when booking. You will not be billed unless there is a cancellation or no show. We hold this information as part of our cancellation policies and only make necessary charges to your account on the date of your scheduled service.

Upon checkout, guests may choose their method of payment and are not obligated to use their credit card for payment.

Appointment Confirmation

As a courtesy, your appointments are confirmed electronically the day before your scheduled appointment by email and/or text messaging from our online appointment scheduling software, because we know how easy it is to forget an appointment you booked weeks ago.

Please understand that it is your responsibility to remember your appointment dates and times in order to prevent any missed appointments, which result in a cancellation fee. Not receiving an electronic notification of your appointments from us the day before is not sufficient reason to miss an appointment if the original confirmation notification was received timely.

Late Arrival Policy

All treatment sessions have a specific time scheduled, therefore we regret that late arrivals may not receive extension of scheduled appointments. In special cases, and when our schedule will allow, we may be able to accommodate a partial or full appointment. This will be at our discretion and only with proper, advanced notification of your late arrival. The original reservation fee will be charged.

Informed Consent

Prior to each massage session, the treatment plan will be discussed with you. Prior to your first visit, you will be asked to sign the treatment consent form stating that you have read the information, understand it, and agree to comply with the professional massage therapy policies and procedures. Although our therapists will evaluate and treat to the best of their abilities and skill to optimize your health and well being, there are no guarantees that the presented condition will improve.

Clients who we have not been seen for at least six months may also be asked to fill out this form.

Respect for Client Needs and Boundaries

Our Massage Therapists are happy to adjust pressure, temperature, musical volume, work longer on an area or move on if you request it.

The client may choose to: leave on as much clothing as needed for comfort, refuse any massage methods, stop massage at any time.

The client will always be modestly draped. Only the area being massaged will be undraped. The clients will be kept informed of the area to be massaged.

Sexual interaction or discussion of any kind between the client and the massage therapist is NEVER appropriate.

Confidentiality and Conversation

We treat all client visits and conditions as confidential. As such, we will not discuss your visit or share your information with anybody without your written consent, within the limits of the law. We will ensure every effort is made to respect your right to privacy and provide an environment where personal health-related details cannot be overheard or seen by others.

Existing and New Medical Conditions

It is the responsibility of the client to keep the massage therapist informed of any medical treatment currently being taken, and to provide written permission from the physician, that the massage may be continued.

The client must also keep the massage therapist informed of any changes in health conditions.

If you have any questions pertaining to the above information, please direct them to Essential Bodywork and Massage Therapy, LLC.