

Moments of Tranquility, LLC

Yoga & Bodywork Studio

Client Policies:

1. Massage sessions will begin and end at scheduled times. Sessions that begin late due to the client arriving late will end at the appointed time and client will be charged full price.
2. If the client does not arrive for the scheduled appointment, client will be charged full price for the practitioner's time at the client's next appointment.
3. Appointments are confirmed the day prior to the session.
4. If cancellation is necessary, please give 24 hour notice or the client will be charged for the appointment. Emergency cancellations are determined at the practitioner's discretion.
5. If the client is ill or does not feel well at the time of the appointment, treatment will not be given and the client will not be charged.
6. Clients will be asked to provide a health history and update it when necessary.
7. Clients are asked to be clean and to have showered the same day as the treatment.
8. Clients are advised not to eat a heavy meal less than two hours prior to the treatment.
9. Payment is due at the time service unless other arrangements have been made prior to treatment. We accept cash, check, and credit cards.
10. Non-sufficient fund checks will be charged a \$25 service fee in addition to the original fee.
11. Gift certificates are transferable or upgradeable. They may NOT be redeemed for cash, returned, and will not be replaced if lost or stolen.
12. Clients are draped with a sheet 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.
13. Sexual harassment is not tolerated. If the practitioner's safety feels compromised, the session will be terminated immediately, full payment will be due and the client will be asked not to return.
14. If client is dissatisfied with treatment, and no other arrangement can be agreed upon, a 50% refund of the treatment is honored.