

# CLIENT POLICIES TO SIGN

## Welcome to Elite Performance Therapeutic Massage

We are 100% committed to your satisfaction.

Please read, initial, and sign each policy to ensure you have a GREAT experience with us.

Client Name: \_\_\_\_\_ Date: \_\_\_\_\_

### CANCELLATIONS/RESCHEDULING:

- If I, the owner, am not able to make a scheduled appointment, I agree to cancel or reschedule the appointment at least 24 hours in advance. I agree to pay 50% of the full session rate if I give less than 24 hours' notice. \_\_\_\_\_
  
- I, the owner, agree to pay the full session rate if I give 2 hours' notice or less, or if I miss an appointment without giving notice. \_\_\_\_\_
  
- If, within 24 hours of my session, I, the owner, or the animal develop a contagious illness, or have a sudden, unplanned health or personal emergency rendering me unable to make my appointment, I will inform Elite Performance Therapeutic Massage right away, and if you are unable to fill my vacancy, I will pay the cancellation fee, or session fee (if less than 2 hours' notice), unless an exception is granted, only at the discretion of Elite Performance Therapeutic Massage. \_\_\_\_\_
  
- I, the owner, understand that I am responsible to inform Elite Performance Therapeutic Massage of increment weather at my location and to communicate if travel is advisable. \_\_\_\_\_
  
- I, the owner, understand that I am still responsible for my appointment until I hear back from a staff member confirming they received my email, text or phone call requesting cancellation/rescheduling. \_\_\_\_\_

ARRIVING ON TIME/SESSION LENGTH:

- I, the owner, understand I must arrive 10-15 minutes early for any appointment in order to get the full session time I have scheduled. If I arrive on time, or late, I understand the therapist can only give me whatever time remains of my appointment, and that I pay for the full length of session that I booked. \_\_\_\_\_
- I, the owner, understand that in order for my animal to receive the best massage therapy possible, I know that I have to communicate ANYTHING and everything, including their needs, changes in health or feedback, at any time before, during, or after their massage. I understand that my therapist wants my HONEST feedback – positive or negative – and doesn't take offense to it. \_\_\_\_\_

I have read, understand, and agree to the above policies and information.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_