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## **Policies, Expectations & Guidelines**

Thank you for choosing us as your massage and bodywork provider. In order to provide the best service possible to our clients, we have implemented the following **policies, expectations** and **guidelines**:

### **Health & Wellness Policy**

To protect the health and safety of all clients and staff, we kindly ask that you do not come in if you are feeling unwell—especially if you have a fever, common cold, influenza, stomach flu, coronavirus, meningitis, shingles, contagious skin conditions, or any symptoms of contagious illness.

If you're sick, please contact us as soon as possible to reschedule. We'll do our best to waive any late cancellation fees in these situations, as long as we're notified promptly.

Your health—and ours—matters. Let's work together to keep our space safe and supportive for everyone.

### **Cancellation & No Show Policy**

Life happens—we get it! If you need to cancel your appointment, we kindly ask for at least 24 hours' notice.

- If you cancel with less than 24 hours' notice, we will charge 50% of the session fee.
- If you miss your appointment without letting us know, the full amount will be charged and it will be considered a "No Show."

We understand that emergencies, illness, or bad weather can come up unexpectedly. In those situations, we'll do our best to be flexible—just reach out. Waiving fees for last-minute changes will be up to your practitioner's discretion.

### **No Refund Policy**

At Cedar & Sage Wellness, we are committed to providing exceptional care and service. Due to the nature of our services, all sales are final, and we do not offer refunds on any completed sessions, packages, or prepaid services.

We understand that unexpected situations may arise. If you are unable to attend a scheduled appointment, we kindly ask that you notify us at least 24 hours in advance to avoid any cancellation fees and to allow us to reschedule your session at no additional cost.

#### **Please note:**

- No refunds will be issued for missed appointments or same-day cancellations.
- Package and gift certificate purchases are non-refundable and non-transferable.
- In the event of an emergency or extenuating circumstance, we may offer rescheduling or credit at our discretion.

By booking a service with us, you acknowledge and agree to this policy.

If you have any questions or concerns, we're here to help. Please feel free to contact us at CedarNSagewellness@gmail.com or (480) 331-6867.

### **Late Arrival Policy**

We kindly ask that you arrive 10–15 minutes early to allow time for any paperwork.

We understand that sometimes life gets in the way, and you might run late. If that ever happens, please call or text us as soon as possible so we can do our best to accommodate you.

- If you arrive more than 15 minutes late without letting us know ahead of time, we will reschedule your appointment and apply our "No Show" fee.
- Because your appointment time is reserved just for you, late arrivals may shorten your session, and we will still need to charge the full fee. This helps us stay on track for our next clients.

In return, we value your time too! If we are ever running behind, we will either extend your current session or adjust your next sessions duration to make things right.

### **Our Code of Conduct Policy**

We are committed to providing professional massage and bodywork services focused on relaxation and therapeutic care.

To ensure a safe and respectful environment, **any inappropriate behavior directed toward the therapist or anyone in the office—including staff, clients, or visitors—will not be tolerated.** This includes verbal, physical, or any other form of misconduct, and will result in the **immediate termination of the session.** Examples of such behavior include:

- Harassment
- Threatening language or actions
- Sexual remarks or advances
- Any form of disrespectful behavior

If necessary, we may also report serious incidents to local authorities. Please note:

- Clients under the influence of drugs or alcohol will not be treated.
- If a session is ended for any of the above reasons, the full session fee will still apply.

We believe in mutual respect—treat your therapist with kindness and professionalism, and you'll always receive the same in return.

### **Confidentiality Policy**

Client privacy and confidentiality will be maintained at all times. We will release client information only with written notice by the client.

### **Draping Policy**

Clients will be appropriately draped with a sheet and/or towel at all times during their massage. Only areas of the body that are currently being treated will be exposed. The breast and genital areas will always remain draped and are never massaged.

### **Expectations and Guidelines**

Massage sessions will begin and end at the scheduled time. Sessions that begin late due to the client's late arrival will end at the scheduled time and the client will be billed for the full-time.

All clients will be treated with respect and dignity.

Personal and professional boundaries will be respected at all times.

Clients are expected to provide an accurate health history and agree to inform their therapist of any updates or changes to their health/medical condition.

This is a non-smoking, odor-neutral massage office.

Massage therapists only provide therapeutic massage and modalities that are within the scope of practice for their licensed profession. Clients with acute injuries or conditions that are outside of the scope of practice for massage should consult with their doctor.

All clients are provided with a competent and professional massage that focuses on the needs of each individual client.

It is recommended that clients avoid eating a heavy meal during the two hours prior to receiving massage.

Signing below indicates that you have read, fully understand and will abide by the massage policies, expectations and guidelines as listed above.

A complete list of policies can be found on our website:

<https://www.cedarsagewellness.com/cedar-and-sage-wellness-faq>

Client Name Print

Client Signature

Date