

CLIENT POLICIES TO SIGN

Welcome to Lee Massage Therapy!

Client Hygiene & Sanitation Policy:

To maintain a clean, safe and comfortable environment for all clients and to uphold professional sanitation standards, ALL clients must arrive in an appropriately clean condition.

This includes:

- Bathed/showered within 12-24 hours
- Clean clothing
- Clean skin & hair (bonus points for exfoliating)
- Reasonable body odor
- No strong or persistent odors (including urine, feces, unwashed clothing etc.)
- If possible please don't apply any lotions or creams 24hr prior to your appointment. It does not mix well with massage cream

Sessions may be rescheduled or declined at my discretion if:

- There are strong or overwhelming odors
- There is visible dirt or unwashed skin/hair
- Clothing is soiled
- There are active incontinence issues (unless protected with proper undergarments)
- Sanitation or comfort of the treatment space cannot be maintained

This Policy protects:

- The health and well-being of every client
- The comfort and safety of ME, the therapist
- The cleanliness and integrity of the treatment environment

Thank you for understanding and respecting this essential part of professional bodywork.

Same Day Appointments (AKA: Let's Be Real)

If I can fit you in the same day, amazing but last minute scheduling takes extra energy, prep and a heroic level of ADHD executive function.

So same day requests come with a \$25. Rapid Booking Fee.

It helps keep my schedule balanced, my brain regulated and your session fully focused.

Thank you for understanding (and for not making me reorganize my entire day without coffee).

CANCELLATION, RESCHEDULING, AND NO SHOWS

If I 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 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 develop a contagious illness, or have a sudden, unplanned health or personal emergency rendering me unable to make my appointment, I will inform Lee Massage therapy (Jennifer Goss) 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).

I understand that I am still responsible for my appointment until I hear back from a staff member confirming they received my email or phone call requesting cancellation/rescheduling.

Signature:

Date: _____