

Massage Policies and Procedures

It is our intention to provide our guests with a professional and therapeutic massage. The following policies and procedures serve as a guide for first-time and regular massage guests of Lavender Moon.

At Lavender Moon, we understand that unanticipated events occur in everyone's life. Unforeseen events such as car problems, traffic considerations, business meetings, and project deadlines are just a few reasons why one might consider canceling a massage appointment. In our commitment to provide a unique and outstanding massage experience to all of our clients, and out of consideration for our therapists' time, we have adopted the following policies:

ARRIVAL TO YOUR MASSAGE

Please arrive for your appointment 15 minutes prior to the scheduled starting time. This allows you the time to fill out the appropriate client form (new clients), change and prepare for the massage. All massages have a specific time schedule and early arrival allows for a relaxed and unhurried experience.

If late arrival is inevitable, your massage may be shortened in order to keep on schedule, however, there will not be a reduction in treatment fee.

CANCELLATION POLICY

Please provide at least 24 hours notice if you need to reschedule or cancel a treatment. This gives Lavender Moon enough time to fill the slot. If a client fails to cancel within 24 hours multiple times (2 or more), they will be asked to pre-pay for future services.

LATE ARRIVAL POLICY

We regret that late arrivals will 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 treatment fee will be charged.

NO SHOW POLICY

Clients who fail to show for appointments are still financially responsible for the massage session and may be asked to pre-pay for future sessions regardless if the session missed was the initial session. It is important that our massage therapists are compensated for reserved time slots.

Other Massage Policies

INFORMED CONSENT

Prior to each massage session, the treatment plan will be discussed with you. At your first visit with us you will receive a copy of the massage therapy policies and will be asked to sign the consent stating that you have read the information, understand it, and agree to comply with the professional massage therapy policies and procedures. Clients who we have not seen for at least a year will also be asked to fill out this form again.

SCOPE OF PRACTICE

- Lavender Moon massage therapists are licensed professionals and held to the highest standards of the American Massage Therapy Association.
- Massage Therapy is a profession in which the practitioner applies manual techniques, and may apply adjunctive therapies, with the intention of positively affecting the health and well-being of the client.
- Massage Therapists do not diagnose or prescribe for medical conditions nor are they allowed to provide treatment for a specific condition without a doctor's supervision. The massage therapist is required to refer you for diagnosis and to follow recommendations of your physician.

RESPECT FOR CLIENT NEEDS AND BOUNDARIES

- Lavender Moon 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 and is free to leave; the therapy door is never locked.
- 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.
- Occasionally, an emotional response to massage occurs. If this happens, it is ok to express the feelings in our safe, nonjudgmental environment - or you may request privacy and end the session. You are in control.

PROFESSIONAL BOUNDARIES

- Requests for sexual activity will not be tolerated, will be viewed as solicitation, and reported to the proper authorities under the guidelines of the massage therapy policies and procedures. The client will not be rescheduled if this occurs.
- The breast and genital area will not be massaged under any circumstances. Permission will be asked before working close to these areas; otherwise, a professional distance will be maintained. Also, low back, hip & gluteal area will be massaged only with permission and can be worked through the draping if requested.
- Sexual interaction or discussion of any kind between the client and the massage therapist is NEVER appropriate. On rare occasions an involuntary sensual response to massage is natural and will subside on its own in a few moments.
- Anyone under the age of 18 must have a signed consent form from their parent or legal guardian before a massage therapy session will begin.
- Anyone under the age of 16 must have a parent or legal guardian in the room with them during the massage.

CONFIDENTIALITY AND CONVERSATION

- The discussion between the massage therapist and the client is confidential. The client may or may not choose to talk during the massage.
- We are happy to listen to your conversation and share our professional expertise. We prefer to not discuss topics of a political, private or sexual nature.

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, chiropractor, physical therapist, etc., that the massage may be continued.
- The client must also keep the massage therapist informed of any changes in health conditions.
- For clients undergoing chemo and radiation therapies - Compassionate Hands Massage is just for you. Please note that we require a doctor's note that states the doctor is aware of and agrees to the desired treatment.

RETURNED PAYMENTS

The return of a check (electronic or paper) or ATM/Debit/Credit Card payment issued to Lavender Moon will result in a \$50.00 returned payment fee for each returned item, no matter the reason.

A total of two returned payments are allowed, after which payment by cash will only be accepted. This includes returned electronic payments. Written notification on how to resolve the returned payment will be sent to the maker of the payment. Client will not be able to book future massage therapy sessions until the returned check has been resolved.

If the returned item has not been resolved within the stated time frame on the notification, a late fee not in excess of 10% of the past-due amount will be levied, and Lavender Moon will begin collection proceedings.

Returned Item Payment Methods

1. **Cash.** Pay in person at Lavender Moon. Obtain a cash register receipt for your records. **DO NOT MAIL CASH.**
2. **Certified Funds.** Make cashier's check, money order, or other certified funds payable to Lavender Moon. Include your name, ID#, current address, and phone number on the face of the check.

Payment may be delivered in person or mailing certified funds to the following address:

**Lavender Moon
Attn: Christina Means
130 Kings Daughters Drive, Suite 400
Frankfort, KY 40601**

If you have any questions on the above information, please contact:

Christina Means
Christina@LavenderMoonKY.com
502-219-7488

PROOF OF RECEIPT – LAVENDER MOON POLICIES & PROCEDURES

I, _____, I have received the Policy and Procedures Document, and I understand that it is my responsibility to read and comply with the policies contained in this Document and any revisions made to it.

Signature

Date