

Policy and procedures

Overview

My mission is to cultivate a warm, welcoming, and healing space where each client can truly relax and begin their journey toward physical and emotional wellness. I take pride in maintaining a clean, calming studio environment that supports comfort, trust, and peace of mind.

- Every massage session is thoughtfully tailored to meet the unique needs of each individual ensuring the highest level of personalized care.
- I begin with a thorough intake and health history review. This allows me to better understand the client's goals, concerns, and any specific conditions, so we can work together on creating an effective path toward healing. Personal information will never be shared with any outside sources
- The facility will always be kept clean, as I follow strict sanitization guild lines to ensure safety for both me and my clients.

Exceptional care, respect, and professionalism are at the core of everything I do. Your well-being is my priority, and I am committed to providing a nurturing experience that supports your health and healing.

Scope of practice

- As a massage therapist I cannot diagnose clients or offer medical advice. I will instead refer you to a medical professional if I see fit.
- I have a wide range of experience but specialize in Swedish relaxation-based massage with other modalities mixed in. My goal is to create a relaxing and healing session for my clients.
- My focus is therapeutic relaxation-based massage with the end goal of addressing issues within your body. I am not a one-time stop as I value making a change in my client's life that will benefit them over time.

Documentation

- Each client will oversee checking themselves in and booking future appointments through the online portal.
- Intake will be done at the start of each session to help me evaluate and tailor the session to your needs.

- Maintaining client relationships is very important to me. After each session you can expect to receive an email asking if you would like to book a follow-up appointment. This email will also contain a short follow up form so I can keep track of how you are feeling after your session. It is not required that you respond or fill out the form, but I greatly value your input.
- In the event that you are referred to a third-party, you will have the opportunity to sign a release form to authorize the one-time sharing of relevant confidential information with the third-party.

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Ambiance and etiquette

- I have a minimum 24-hour cancellation policy.
- If cancellation notice is less than 24 hours the client forfeits their booking deposit.
- If no notice is given the client will be charged for the full treatment and future appointments will require full payment upon booking.
- If I cancel our appointment with less than 24-hour notice, you will receive a full refund and your next treatment will be discounted 20%.
- Both the client and I will follow a personal hygiene protocol for safety, comfort and respect
- Please refrain from wearing strongly scented lotions or perfumes
- Please shower prior to your appointment and arrive clean.
- The use of drugs or alcohol is strictly prohibited and is to be avoided prior to treatment.
- Smoking is prohibited on premises.
- Clients under the age of eighteen are welcome, however they are expected to follow all rules herein, and must be accompanied by an adult during their scheduled sessions. My practice does not provide childcare services – unless your child is receiving our services, we ask that they please remain at home.

*If any of the above listed items are not followed, the therapist has the right to refuse treatment and cancel the appointment at the client's expense.

