



For Internal Use Only
Package Type:
Package #:

General Policies 2023

To provide the best service possible to our clients we have implemented the following policies.

Cancellation Policy

We respectfully ask that you provide us with a 24 hour notice of any schedule changes or cancellation requests. Please understand that when you cancel or miss your appointment without providing a 24 hour notice we are often unable to fill that appointment time. This is an inconvenience to your therapist and also means our other clients miss the chance to receive services they need. For this reason, you will be charged 30% of the session's retail value prior to any discounts. If your card is not on file, you will be required to pay the 30% fee prior to the start of your next session. We reserve the right to require a credit card number to be given to book future appointments so that appropriate fees may be charged if a late cancellation or no show does occur again.

We understand that emergencies can arise and illnesses do occur at inopportune times. If you have a fever, a known infection, or have experienced vomiting or diarrhea within 24 hours prior to your appointment time, we request that you cancel your session. Inclement weather may also result in the need for late cancellations. We will do our best to give advanced notice if we are closing or need to cancel due to bad weather and we ask you to do the same. Please do not risk your own safety trying to make your appointment. Late cancellation due to emergency, illness, or inclement weather will generally not result in any cancellation/no show charges, but this is determined on a case-by-case basis and is at the sole discretion of Schnipke Massage to Health, LLC.

Late Arrival Policy

We request that you arrive 5-10 minutes prior to your appointment time to allow time to fill out any required paperwork as well as answer any intake questions your therapist may have. We understand that issues can arise that may cause you to be late for your session. We ask that you call to inform us if this ever occurs so we can do our best to accommodate you. However, Appointment times are reserved for each client, so oftentimes we cannot exceed that reserved time without making the next client late. For this reason, late arrivals will be handled as follows:

If you arrive within 15 minutes of your session, your session will be honored, minus the time you were late so that your session ends at the scheduled time.

The service fees will be charged in full even when sessions are shortened due to late arrival.

In return, we will do our best to be on time, and if we are unable to do so we will add time to your session to make up for our late arrival or adjust the service charge accordingly.

If you are unable to make it to your session within 15 minutes of your session time, you will have to reschedule your session.

Inappropriate Behavior Policy

Massage therapy is for relaxation and therapeutic purposes only. There is absolutely no sexual component to massage whatsoever. Any insinuation, joke, gesture, conversation, or request otherwise will result in immediate termination of your session and a refusal of any and all services in the future. You will be charged the full service fee regardless of the length of your session. Depending on the behavior exhibited we may also file a report with the local authorities if necessary. Treat your therapist with respect and dignity and you will be treated the same in return.

By signing below, you agree to abide by these policies.

Client Signature _____ Date _____