

Absolute Balance Bodywork LLC

POLICIES & PROCEDURES

CLIENT CODE OF CONDUCT

To enjoy your massage experience to the fullest, we ask that you observe the Code of Conduct, and realize that personal awareness can help ensure your satisfaction, comfort and safety, as well as that of others.

CLIENTS HAVE THE RIGHT TO:

- A clean, safe, comfortable, and eco-friendly environment
- Stop a treatment at any time, for any reason
- Be treated with consideration, dignity and respect
- Trained clinic staff who respectfully conduct treatments according to proper protocols, policies and procedures
- Give constructive feedback regarding their massage experience
- Information regarding staff training, licensing and certification

CLIENTS HAVE THE RESPONSIBILITY TO:

- Communicate their preferences, expectations and concerns
- Communicate complete and accurate health information and reasons for their visit
- Treat clinic staff and other guests with courtesy and respect
- Adhere to the clinic's published policies and procedures

PAYMENT

Full payment is due at the time of service. If you have an open MVA/PIP claim and are currently receiving massage therapy treatment, we will bill your claim on your behalf. If, for any reason, your claim is denied or payment is not made by insurance within 3 months (90 days of billed date), you will be responsible for payment of any and all amounts due.

We accept cash, checks, major credit cards, employment flex benefit cards, as well as gift certificates issued by ABB or an instant gift certificate from our website. Please be sure to treat your gift certificates like cash, and must be present to be honored. Any checks returned due to insufficient funds will be subject to a \$30 fee.

TIME OF SERVICE AND INSURANCE BILLING RATES

- Our standard session rates reflect discounted price at time of service:
 - 30-Min Focus = \$30, 60-Min Single = \$50, 90-Min Single = \$70, 60-Min Couples = \$100, 90-Min Couples = \$140
- For insurance billings, our standard rate is \$35 per 15 minute units, with one (1) hour minimum sessions
- Additional Services Provided: Chair Massage = \$1/min (15 minute minimum); see our [website](#) for details.

MAKING AND CANCELLING APPOINTMENTS

We require 24hr advanced scheduling in order to ensure session availability. If you need to cancel or change an appointment, please do so at least 24 hours in advance. Cancellations with less than 24 hour notice may be billed for the full amount of the session. We understand that emergencies happen and will make every effort to make reasonable exceptions.

ARRIVAL

Please arrive at least 10 minutes before your scheduled session, allowing time to discuss your health intake form and ensure that we start your appointment on time. If you are late and another client is scheduled after you, the session will end as scheduled and payment for the full session is still due.

CONSIDERATION FOR ENVIRONMENT AND MINORS

In consideration of other health and wellness practitioners in the building, we ask that you keep voice levels low and conversations at minimum. We also ask that cell phones be silenced prior to starting our session. Smoking is not permitted inside and at entry door areas of the building. Clients under 15 years of age must have a parent or guardian present during the sessions at all times.

PRIVACY

We respect your privacy. Your modesty will be respected at all times by keeping your body covered at all times. Only areas of the body that are being worked on will be uncovered. In addition, we will never disclose your personal information outside of our clinic. Any information you supply our clinic will be held with the utmost care, and will not be used in ways to which you have not consented.

I have read, fully understand and agree with the above information. I realize that massage therapy promises no long term results and will not cure any health problems that I may have.

Client Name (Print): _____ Signature _____ Date _____

Therapist Name (Print): _____ Signature _____ Date _____