



POLICIES & 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 patients of Southlake Therapeutic Massage, LLC.

In our commitment to provide a unique and outstanding massage experience to all our patients and out of consideration for our therapists we have adopted the following policies:

New Patients

All patients must complete new patient forms before the massage treatment. If paperwork is not completed before your scheduled appointment it will be required before the start of your massage and may take some of your massage time.

Cancellations

Please provide at least 24 hours' notice if you need to reschedule, cancel an appointment, or reduce your appointment time. This gives us enough time to fill this time slot.

If you fail to cancel prior to 24 hours before your appointment you will be charged a \$30 fee regardless of your scheduled treatment price. If I arrive at your home and you are not there it will be considered a no call/ no show and you will be charged your full treatment price.

Professional Boundaries

Requests for sexual activity will not be tolerated, will be viewed as solicitation, and reported to the proper authorities. The treatment will be immediately ended and you will be responsible for the full treatment price.

*30 minute prenatal and therapeutic treatments will be \$60 and can be added for additional family members but we require a minimum of 60 minutes at each household.