

SAJE Therapies

Notice of General Office Policies

Thank you for choosing us as your massage and bodywork provider. In order to provide the best service possible to our clients, we have implemented the following policies. Please be sure to clarify with your practitioner if anything is unclear. Your signature below signifies your understanding and acceptance of these policies.

Payment

Payment in-full for treatment services is expected upon the completion of the scheduled session, unless otherwise pre-arranged with the practitioner or if a probationary period (as outlined below) has been initiated. Confirm with your practitioner as to the current acceptable payment methods.

Insurance Billing

This office does not currently provide billing services. However, a receipt for treatment can be provided to clients upon request, should there be a desire to pursue reimbursement with their insurance carriers.

Confidentiality & Releases of Information

Client privacy and confidentiality will be maintained at all times. This means if you see your practitioner in the grocery store, your practitioner may not engage with you beyond a courtesy nod or "hello." Your practitioner is not aiming to be rude; they are aiming to protect your privacy and uphold their ethical integrity bound by law. Do not expect your practitioner to identify themselves as such or to engage with you regarding treatment.

A signed and dated consent must be obtained or provided before any personal health information will be shared with other entities, except where required by law.

Illnesses, Cancellations & No-Shows

With COVID and other contagious illnesses in mind, we aim to take a common-sense approach regarding cancellations. To that end, we request that, when feasible, clients provide at least a 24-hour notice in the event an appointment needs to be cancelled due to illness in order for that time slot to be offered to a client on the waiting list. We understand that life happens and extenuating circumstances necessitate a last-minute cancellation – there will be no cancellation fee in such cases.

However, clients who engage in a pattern of frequent last-minute cancellations will be put on a three-month probationary period where the client will be required to provide a nonrefundable 50% prepayment for scheduled sessions. This requirement will cease at the end of three months, so long as the pattern of frequent last-minute cancellations does not recur. Recurrence would necessitate a nonrefundable 100% prepayment for scheduled sessions throughout the remainder of treatment.

Similarly, clients who no-show for scheduled sessions may be required to pay a no-show fee equal to 50% of their scheduled session cost. A pattern of frequent no-shows will necessitate a three-month probationary period, requiring a nonrefundable 50% prepayment for scheduled sessions. This requirement will cease at the end of three months, so long as the pattern of frequent no-shows does not recur. Recurrence would necessitate a nonrefundable 100% prepayment for scheduled sessions throughout the remainder of treatment.

Late Arrivals

All scheduled appointments will begin at the scheduled time. Clients who arrive late to their scheduled appointment may have their session length cut short, as we need to be mindful of our timing for the next scheduled client. It is up to the therapist's discretion as to the length of the session for late arrivals. Clients showing a pattern of repeated late arrivals will be charged in-full for their session, and may ultimately be required to pre-pay for sessions in-full.

For your first appointment, please arrive 15 minutes prior to your scheduled appointment time to allow time to complete any documentation and to familiarize yourself with the layout of the office and its surroundings. For all other appointments, please arrive 5-10 minutes before your scheduled appointment to allow time to utilize the restroom and to prepare for your session in a relaxed and unhurried manner.

Draping Policy

Clients will be appropriately draped with a sheet and/or towel at all times during massage therapy sessions. Only areas of the body that are currently being treated will be exposed. The breast and genital areas will always remain draped and are never massaged.

Massage Termination

Only professional massage and bodywork services for relaxation or therapeutic purposes are offered at this office. Massage services will be terminated immediately in the event of inappropriate conduct of any kind. This includes harassment, threatening speech or behavior, sexual advances or requests, or disrespectful actions or language. A session will not be conducted if the client is under the influence of drugs or alcohol. If the massage is terminated for any of these reasons, full payment for the scheduled session is still required.

My signature below indicates that I have fully read, fully understand, and will abide by the massage and bodywork policies listed above.

Client Name (Please Print)

Parent/Guardian/Representative Name (Print)

Client Signature

Parent/Guardian/Representative Signature

Date

Date