

Tranquil Flow Holistic Health LLC Policy Statement.

Please read and sign at the bottom. Submit with Health History Form

Goals

Tranquil Flow Holistic Health LLC is a therapeutic practice offering Massage, Integrative Reflexology, Energy Work, Shamanic Healing, Chromo therapy (Color Therapy) as well as Holistic Home Health consultations. I am an Accredited “Green” Design Professional, Color Specialist and am currently finishing my certification in Advanced Feng Shui Interior Design.

My office is a supportive and safe environment designed for healing. Everyone is treated with the highest level of care, respect, and compassion. Ultimately every visit should be a positive experience.

If you have specific goals or areas of concern, please discuss them with me before, after and during your session. I am here to support your journey and two-way communication is an important part of our work together. Feel free to call or email if you have any questions. I would be happy to discuss a treatment plan that suits your needs.

Appointments

You may book a session online through MassageBook or via my website, by email or by phone. Last minute requests are accepted on a case by case basis.

If you wish to book an appt. outside my normal hours, please contact me to discuss. I will do my best to accommodate you. Several days per week are reserved for “Home Health” Design Consultations.

Treatment sessions range from 45, 60, 90, or 120 minutes. For first time appts. plan to arrive 15 minutes prior to your scheduled time. Please print out the Health History consent form and release forms available on this site appropriate to the type of session you choose as well as this policy statement. This will save time. Forms are also available in the office.

If you feel you have several concerns you would like to address with me, please contact me prior to your session so we can set up a time to discuss. I will either request a phone consult prior to your session or ask you to arrive at least 10 minutes early depending on the schedule.

Late Arrivals

Appointment times have been arranged specifically for you. If you arrive late your session may be shortened in order to accommodate others whose appt. follows yours. Depending on how late you arrive I will then determine if there is enough time remaining to start treatment. Regardless of the length of treatment actually given, you will be responsible for the full session.

If you are running late and I can adjust the appt. time to accommodate you, I will do so. If you are running late and prefer to cancel the appt. instead of receiving a shorter session, you may do so, but will be required to pay the full amount for the scheduled session.

If you purchased a package or sessions previously you will forfeit one of your sessions for the missed appt.

Cancellation Policy

I understand that unanticipated events happen occasionally in everyone’s life. Car problems, Illness and inclement weather are just a few reasons why one might consider cancelling our appt.

My desire to be fair and effective to all of my clients and out of consideration I have adopted the following policies. 24-hour advanced notice is required when cancelling or rescheduling. This allows the opportunity for someone else to schedule an appt. Same day cancellations are subject to a \$30.00 fee.

Sickness Policy

If a client presents with signs and or symptoms of illness that contraindicates massage or reflexology (fever, undiagnosed rash, contagious infection) the session will be rescheduled . This is to protect both the client and practitioners. If you are sick, coming in for a massage or reflexology session will not make you feel better and you risk infecting your practitioner and other clients. Please call and reschedule your appt. In the event of an illness 6 hours will be required to cancel.

No Shows

Anyone who either forgets or consciously chooses to forgo their apt. for whatever reason will be considered a “no show”. They will be charged a minimum of 50 percent of their regular fee for the visit and future service will be denied until payment is made.

Note: Repeated occurrence of late arrivals, late cancellations or no shows and or refusal to pay for additional fees applied in connection with these policies may result in dismissal from the practice.

I agree to respect your time and any appts. scheduled with me. I will attempt to begin your appts. on time and notify you as soon as I can if any appt. needs to be rescheduled or cancelled.

Payment in full is expected after treatment. All clients whether they have received treatment or booked an appt. are bound by this policy without prejudice or exception.

Preferred forms of payment are cash and credit cards. Local checks are accepted with a valid NC drivers license.

Re Booking Discount

Save 10 percent off your next visit when you rebook your next appt. before you leave. The appt. must be within 30 days. Re-Book discount applies to regular prices and services only.

Client Boundaries

Requests for sexual activity will not be tolerated, will be viewed as solicitation, and reported to proper authorities if the practitioner chooses, under the guidelines of the Massage Therapy policies and procedures.

The client will not be rescheduled if this occurs. Sexual interaction or discussions of any kind between the client and practitioner is NEVER appropriate.

I have the right to refuse service and practitioner or client may end the session at any time. If the practitioner ends the session due to client misconduct full payment is due.

The client may choose to leave on as much clothing as needed for comfort, refuse any massage methods, and stop the massage at any time.

The client will be modestly draped for massage. Only the area being massaged will be undraped. Clients will be kept informed of the area that is being massaged.

Chromotherapy sessions may require the client wear white undergarments and will be draped in white. Shamanic Healing and Energy Work allows for the client to be fully clothed during the entire session.

I acknowledge that I have read the policy statement and understand the terms described.

Print Name _____

Signature _____

Date _____