

THE BALANCED BODY CENTER

MASSAGE POLICY

- 1) Client must be over 18 years of age. The only exception is a doctor referral.
- 2) If the doctor does refer a minor, the minor's parent must remain in the massage room for the entire treatment time.
- 3) If you are not feeling well, please reschedule your appointment.
- 4) Please notify the office if you are unable to keep the appointment and are sending another friend or family member.
- 5) After three no-shows, we will require pre-payment for your massage.
- 6) A cancellation fee will be charged for a missed massage or a same day cancellation. Please be fair to your therapist – if you don't show up, the therapist doesn't get paid. We require a 24-hour notice so we can schedule someone else in your time slot. We will call or text the day before your appointment to remind you.

a. MISSED MASSAGE / CANCELLATION FEES

- i. 24 hour notice – no fee
- ii. Same day cancellation – 50% of the massage
- iii. No show – 100% of the massage