

POLICIES

Hours of Operation

- Mindful Massage schedules appointments Sunday through Saturday

Appointment Times

- At Mindful Massage we honor your time and we hope that you will honor ours as well. You can expect to start your appointment on time. If you arrive more than a few minutes early and the door is locked, a therapist will be with you shortly. Rare instances arise where a client or therapist may be delayed, but these should be exceptions.
- Your time means actual time receiving massage. Time taken to do intake with your therapist does not count against your massage time. First-time clients or those requiring extra time for intake should notify therapist prior to their appointment to allot additional time.
- We aim at making appointments begin and end on time. Late arrivals may require your therapist to work with the balance of the remaining time, but you should expect that you will be responsible for full payment of the time scheduled.

Scheduling of Appointments

- Our services, with few exceptions, are by appointment only.
- To schedule an appointment, contact the office by calling 229-259-9535 or visit our website at www.mindfulmassage.biz to book online.
- When scheduling appointments, try to give us as much advanced notice as possible – 24 hours is preferable, although same day appointments can sometimes be accommodated.
- **Couple Massages** - In order to schedule a couple massage, you will need to call the office. When scheduling a couple massages a 50% non-refundable deposit will be needed at the time of booking. If you call to cancel within 24 hours and reschedule the deposit can be used toward the new appointment. Anything over 24 hour notice the deposit will be refunded.

Cancellations and No Shows

- If you must cancel an appointment, we require 24 hour notice.
- Missing an appointment or failure to give 24 hour notice will require a **50%** rebooking fee prior to scheduling another appointment.
- Gift Card and prepaid appointments missed or have failed to give 24 hours cancellation notice will forfeit 50% of their value.

Insurance

We do **NOT** file insurance. The client pays at the time of visit. We will provide you with the following if you decide to file for yourself:✚

- Massage Insurance code
- Our credential license number
- Soap Notes for visit

Sexual Indiscretions

Mindful Massage houses excellent licensed therapists, who provide therapeutic massage for enhanced health. We uphold strict standards of ethics and professional practice, and we do **NOT** provide sexual massage.

- Any sexual advance toward a therapist either verbal or physical will not be tolerated and will result in the immediate termination of the session.
- Upon termination of such a session, the client will be required to pay for the appointment in full and leave the premises.
- No further appointments will be booked for a client in violation of this policy.