



# Client Code of Conduct

## Clients have the right to:

- ◆ A clean, safe, comfortable, and eco-friendly environment
- ◆ Stop a treatment at any time, for any reason
- ◆ To talk during their treatment or ask for silence
- ◆ Be treated with consideration, dignity, and respect
- ◆ Ask questions if they want to understand more about their treatments
- ◆ Information regarding staff training, licensing, and certification
- ◆ Privacy. None of your information will be shared without written consent

## Clients have the responsibility to:

- ◆ Communicate their preferences, expectations, and concerns
- ◆ Communicate complete and accurate health information and reasons for their visit
- ◆ Treat staff and other guests with courtesy and respect
- ◆ Not wear perfume or scented body lotion in consideration of my clean air policy and other people's allergies
- ◆ Adhere to Body Temple's published policies and procedures.
- ◆ Make payment for services using cash, check, or credit card

## Making an Appointment

A valid credit card number or pre-payment is needed to hold any massage appointment. We recommend reserving an appointment in advance to ensure availability; however, I am delighted to accommodate you on short notice if I have an opening. Please call or email to inquire about openings.

## Arrival

Please be sure to arrive at least 5 minutes prior to your appointment time to prepare for your massage experience. This will give you a chance to unwind and ensure that you start your appointment on time. If you are running late, please don't hesitate to give us a call. Please note that your appointment will still end at its scheduled time, and you will still be charged the full amount of your service. I regret having to shorten any valuable time from your service due to lateness. If this is your first appointment, please print the intake form from the Body Temple Wellness website, fill it out before your appointment, and bring it with you so we can focus more time on your treatment.

## Environment

The beauty of silence helps us create a tranquil environment - please speak quietly during your healing touch journey. Please silence all cell phones upon entering the treatment room.

For your privacy, a white noise machine is provided in the hall so that our voices are muffled to outside ears.

## Fragrance

Due to this being a healing environment and because many clients who come here are chemically sensitive, it is important not to come to any session wearing fragrance or after using fragranced products. If you forget, please understand that I may not be able to work with you on that day, and your appointment may be treated as a last minute cancellation and be subject to such policies.

Fragranced products include: perfume, laundry products, hair products, and other personal care products.



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## Gratuities

Gratuities are very welcome and much appreciated although they are not mandatory. For your convenience, they may be added at the time of purchase or after your session.

## Draping

It is required that you are draped/covered during your massage. If you are uncomfortable being covered by a sheet or towel, please look for another therapist. Thank You.

## Gift Certificates

Please be sure to treat your gift certificates like cash. Your gift certificate must be presented to be honored. There is a recommended "Redeem by Date." Please schedule your appointment as soon as possible. You are just a massage away from feeling great!

## Cancellation Policy

Unanticipated events can happen in everyone's life. In my desire to be effective and fair to all clients, I ask that you remember that both of our time is precious and valuable, as well as in demand. There is almost always someone else who would have liked the appointment that someone else cancelled, if enough notice is given.

Please honor the following:

- ◆ **Cancelled appointment** — 24 hours advanced notice is required when canceling an appointment. 48 hours or more is appreciated. This allows the opportunity for someone else to be added to the schedule. If you are unable to give 24 hour advanced notice, you will be charged 50% of the fee for the scheduled appointment that you missed. This amount must be paid before the next scheduled appointment. For pre-paid package holders, this would count as half of a session. Gift certificate holders, it would count for 1/2 the value of the service scheduled and will be deducted from the value of the Gift Certificate.
- ◆ **Missed appointments** — Anyone who either forgets or consciously choose to forgo their appointment for whatever reason will be considered a "no show". They will be charged the full amount for the scheduled appointment. This amount must be paid before the next scheduled appointment. For pre-paid package holders, this would count as a full session. For gift certificate holders, it would count for the value of the service scheduled and will be deducted from the value of the Gift Certificate.
- ◆ **Late Arrivals** — If you arrive late to your appointment, the session may be shortened to accommodate others whose appointments follow yours. Depending on how late you arrive, there may not be enough time to start the full treatment; however, you will be responsible for the full session that was scheduled.

Please understand that these policies have been put in place out of necessity. Both of our time is valuable.

I have signed and agree to the above policies \_\_\_\_\_ Date \_\_\_\_\_

**I look forward to serving you!**

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Marilene Richardson, Herbalist

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