



Melody Craven, L.M.T. POLICIES:

1. **-SCHEDULING APPOINTMENTS:** Booking with Melody Craven, L.M.T. MA63031 is by appointment only. Hours of operation are flexible- special dates and/or times may be acceptable according to therapist's schedule. Please book early or at least 24 hours in advance to ensure desired appointment time is available.
2. **-All FIRST-TIME CLIENTS** are required to fill out and sign a **Client Intake Form, Client Health Form, Privacy Policy Form and Policies Form** for therapist records which can be found in advance on this site under "Client and Policies Forms". Updates will be requested as required. Please inform the therapist of any medical conditions, allergies, surgeries, or pregnancies, as some conditions may contraindicate massage for the immediate session or require further medical attention before massage bodywork is performed. You may inquire initially by email but ALL appointments must and will be made and confirmed by phone.
3. **-LATENESS & CANCELLATION POLICY:** Contact the therapist if you have a scheduling issue as soon as possible. Massage clients that are running late and are not present at the agreed mobile location for appointment time will forfeit those minutes during the session. Lateness over 15 minutes will be considered a cancelled appointment. Appointment cancellation requires 6 hours notice or services will be charged in full by invoice. If charged & not paid within a two week period, outstanding balances will be sent to a debt collection service.
4. **-IF THE THERAPIST RUNS LATE:** Mobile businesses must always expect the possibility of forces outside of their control. If the therapist runs late for unexpected road or transportation issues, the client will still receive their full session or will receive a gift voucher to be redeemed at the next appointment.
5. **-FEES:** The fees are as stated on the Services & Prices page. Session fee will be collected in full at each appointment by cash, check or credit cards. Customers with returned checks will be sent an additional invoice of \$25. The practice of Melody Craven, L.M.T. MA63031 does not work with personal health insurance companies at this time.
6. **-ADDITIONAL CHARGES FOR DISTANCE:** Locations outside Pinellas, Hillsborough and Pasco Counties, may be charged an additional travel fee. All additional charges will be discussed with the client prior to appointment as necessary.
7. **-DRAPING PROCEDURE:** Clients may choose to undress to their comfort zone. Melody Craven, L.M.T. MA63031 will professionally drape all clients. All requests to have draping removed will be declined. ***For exceptional sporting events, draping will be provided as needed.***
8. **-MISCONDUCT:** Melody Craven, L.M.T. MA63031 will not tolerate any form of sexual or verbal misconduct. If an issue according to the therapist threatens the integrity of the therapeutic session, the therapist will terminate the session immediately and the client will be charged the full session amount. Melody Craven, L.M.T. MA63031 holds the professional promise as a Health Practitioner to the highest regard according to the standards of the FSMTA, Department of Health, and the NCBTMB (National Certification Board for Therapeutic Massage & Bodywork) & promises to abide by the rules they have set forth.
9. **-CELL PHONES:** For the fluidity and relaxation of the massage, it is recommended that phones should not be answered during your therapy time. If a call must be taken, the client will not be given extra time at the end of the allotted appointment time as other clients rely on the punctuality of the therapist throughout the day.
10. **-SCOPE OF PRACTICE:** Massage Therapy is an effective form of natural medicine. However, if you are on medication or under medical care at this time, please continue your health regimen with your doctor or seek another opinion as massage therapists cannot offer any diagnoses according to your medical condition. If the work that you require or request is better executed by another professional in the field, you will be referred to a certified therapist in that specific modality.
11. **-GRATUITY:** Clients often ask about tipping. Gratuity is not required therefore is not added to your bill. However, it is graciously accepted. 15-20% of the total for all services is considered a normal rate if you are happy with your overall mobile massage experience.

I have read all of the policies above and agree to abide by the policies set forth by Melody Craven, L.M.T. MA63031

ClientSignature _____

Date _____