



Policy Statement

Goals

Tranquil Flow is a Therapeutic Practice offering massage therapy. My goal is to provide a safe and secure environment for all of my clients. Everyone is treated with the highest level of care, respect, modesty 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, during and after 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 via my website, by email or by phone. Mobile appointments are booked by phone. I am out of the office from 2:00 pm until 5:00pm on weekdays to pick my children up from school. Last minute requests are accepted on a case by case basis. Please contact me to find out last minute availability. If you wish to book an appointment outside my normal hours please contact me to discuss. I will do my best to accommodate you.

Treatment sessions range from 45, 60, or 90 minutes. 75 minutes for Bamboo Fusion. For first time appointments plan to arrive 15 minutes prior to your scheduled time. There is not a waiting room so there are 30 minutes between each session. Please print out and complete the Intake Form on my website and bring it with you. This will save time. If you feel you have several concerns to discuss 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 our session or ask you to arrive more than 10 minutes prior to your session. This is for first time as well as recurring appointments.

Late Arrival

Appointment times have been arranged specifically for you. If you arrive late your session may be shortened in order to accommodate others who's appointment follows yours. Depending on how late you arrive I will then determine if there is enough time remaining to start a treatment. Regardless of the length of treatment actually given you will be responsible for the full session rate. If you are running late and I can adjust the appointment time to accommodate you, I will do so. If you purchase a package of sessions previously you will forfeit one of your sessions for the missed appointment.



Cancellation

24 hour advance notice is required when canceling or rescheduling. This allows the opportunity for someone else to schedule an appointment. Same day cancellations may be subject to a 30.00 fee. 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 canceling an appointment. My desire is to be fair and effective to all of my clients.

Sickness

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

No-Shows

Anyone who either forgets or consciously chooses to forgo their appointment 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 of your appointments scheduled with me. I will attempt to begin your appointments on time and notify you as soon as I can if any appointment needs to be rescheduled or canceled.

Payment

Payment in full is expected after treatment. All clients ,whether they have received treatment or booked an appointment, are bound by this policy with out prejudice or exception. Preferred forms of payment are cash and credit cards. Local checks are accepted with a valid NC drivers license.



Rebook Discount

Save 10 percent off your next visit when you rebook your appointment before you leave. The appointment must be within 30 days. Rebook discount applies to regular prices and same service only.

Client Boundaries

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. Only the area being massaged will be undraped. Clients will be kept informed of the area that is being massaged.

Occasionally an emotional response to massage occurs. If this happens, it is OK to express feelings in this safe and non-judgmental environment or you may request privacy and end the session. You are in control.

Professional Boundaries

Requests for sexual activity will not be tolerated, will be viewed as solicitation, and reported to proper authorities if the therapist chooses, under the guidelines of the Massage Therapy policies and procedures the client will not be rescheduled if this occurs. Sexual interaction or discussion of any kind between the client and therapist is NEVER appropriate.

I have the right to refuse service and therapist or client may end the session at anytime. If the therapist ends the session due to sexual misconduct full payment is due.

Confidentiality

The discussion between therapist and client is confidential. The client may or may not choose to talk during the session.

I require all of my clients to fill out a health history form before the start of the initial session. All information is kept confidential. If necessary, I will request to speak with any and all medical professionals who are providing care in order to determine if the therapy is contraindicated. As with any type of treatment follow up sessions are encouraged. Although symptoms can be addressed during a single session most chronic conditions require consistent sessions.