



**Nurturing Hands of Healing  
Office Policies  
(303) 601-3139**

To allow for efficient treatment scheduling and to ensure that you are cared for in a pleasant and professional manner, we request the following of our guests.

- Please arrive about 5-10 minutes before your appointment to allow yourself time to check-in at a leisurely pace.
- As a courtesy to you as well as our other clients, appointment times are reduced for late arrivals in order to accommodate our next scheduled client and the full session fee will be due.
- We request that cell phones be turned on vibrate or low volume in order to keep a serene environment.

**Scheduling:** In order to better fit your needs, NHOH asks for you to schedule your appointment in advance. Although, same day appointments are sometimes available, they are not guaranteed. We ask that you schedule about one week in advance.

**Draping:** All sessions are strictly professional, draping is **required** and clients will always be modestly draped. Only the area being massaged will be undraped.

**Client Rights:** Client may choose to leave on as much clothing as needed for comfort, refuse any massage methods, stop massage at any time and is free to leave; the therapy door is never locked. If the session goes past 15 minutes, full payment will still be required.

**Arrival Time:** We ask that you please arrive on time; any tardiness will result in time deducted from your session. If you are a new client, we ask that you arrive 10-15 minutes early in order to take time and fill out the necessary forms, or print them directly from [www.nurturinghandsofhealing.com](http://www.nurturinghandsofhealing.com) and bring them filled out.

**Cancellation Policy:** If you are unable to make your appointment for any reason, we ask you give at least 24 hour notice to cancel or reschedule. If we do not receive at least 24 hour notice, you will be billed \$30 for the missed session. If a gift certificate was to be used, \$30 will be deducted from the certificate. This will be due before scheduling your next appointment.

**Weather:** If the weather is such that you are not comfortable driving to your appointment, please do not hesitate to **call or text** (303) 601-3139 to reschedule.

**Illness: If you have a fever, please do not come in!** Massage is contraindicated for anyone with a fever or any other contagious illness. Although you may think massage will help you, your illness could infect the therapist, their family, and other clients. If you become ill please call immediately to reschedule. We understand occasionally illness is unforeseen, but please understand if this happens often, then the Cancellation Policy will be in effect.

**Minors under 18** years may not receive services unless a guardian has given written permission and stays present during the session.

**Gift Certificates:** Gift Certificates and Pre-Paid Packages are **non-refundable/non-redeemable** for cash and must be presented at time of service. Lost or stolen gift certificates are non-refundable and are invalid.

I understand the above policies.

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Signature

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Date