4 Essential Balance LLC
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www.4essentialbalance.com

Office Policies

To ensure efficient scheduling and quality care, I ask the following of our clients:

Arrival

- Please arrive on time for your appointment.
- If the door sign says “Welcome,” come in. If it says “Do Not Disturb,” please wait in your vehicle.

Scheduling

- Online scheduling is available.
- To secure your preferred time, schedule at least two weeks in advance.
- Same-day or same-week appointments are occasionally available; ask to be added to my waiting list.

Late Arrivals

- Tardiness will result in a shortened session, though the full fee applies.
- New clients: Please print and complete the Intake Form, Office Policies, and Cancelation Policy before your appointment.

Cancellation Policy

- Provide at least 48 hours’ notice for cancelations or rescheduling.
- Cancelations or no-shows with less than 48 hours’ notice will result in billing for the full appointment amount.
- Gift certificates or prepaid sessions will be applied to missed appointments.
- Fees for unpaid missed appointments must be paid within one week.
- Prepaid fees for appointments canceled with at least 48 hours’ notice can be applied to a rescheduled session within six months.

Illness

- If you are ill (e.g., fever, contagious symptoms, or exposure to contagious illnesses), call as soon as possible to reschedule.
- Frequent cancellations due to illness may result in the Cancelation Policy being enforced.

Conditions Requiring Rescheduling:

- Fever within 24 hours of your appointment.
- Household member with COVID-19 or the flu.
- Upper respiratory symptoms (e.g., coughing, sneezing, runny nose).
- Digestive upset (e.g., nausea, vomiting, diarrhea).

Minors

- Clients under 18 must have written permission from a guardian, who must also be present during the session.

Clothing and Draping

- Clients may remain as clothed as they feel comfortable.
- Draping will ensure modesty, and only the area being massaged will be uncovered.
- I understand that therapeutic bodywork is NONSEXUAL. Any sexual overtures will result in immediate termination of the session.

Gift Certificates

- Non-refundable and must be presented at the time of service. Lost or stolen certificates cannot be replaced.

I give permission to be contacted via email, phone, and SMS/text for appointment confirmations, reminders, newsletters, and announcements. This consent will remain in effect for future communications unless I request changes in writing.
By signing below, I confirm that I have read, understood, and agree to the Office Policies in their entirety.

_____ _____

Signature Date

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