



# POLICY STATEMENT

These professional policies are designed to ensure a safe, respectful, consistent, and professional environment for all clients. Mutual respect between client and therapist is expected at all times. By booking an appointment, you acknowledge that you have read, understood, and agree to the following policies.

## CANCELLATION, LATE ARRIVAL, & NO-SHOW POLICY

### Cancellations

Please provide at least 48 hours' notice if you need to cancel or reschedule an appointment. There is no fee if notification is given at least 24 hours prior to your appointment. If you give less than 24 hours notice, you will pay 50% of the full session rate. If you give 2 hours notice or less, or if you miss an appointment without notice, you will pay the full session rate. For prepaid packages, one session will be deducted. To cancel, contact me by phone/text or through the Square booking site — I do not accept cancellations via social media.

### Late Arrivals

Out of respect and consideration of my and other clients time, please plan to arrive 10-15 minutes before your appointment. If you arrive right on time or late, I can only give you whatever time remains of your appointment and you will be responsible to pay the full length of the session you requested. Arrivals more than 15 minutes late may require rescheduling.

## ILLNESS & EMERGENCY POLICY

### Emergencies & Exceptions

I understand that unexpected things happen. Exceptions may be made in cases of illness, verifiable emergencies, or inclement weather at the discretion of Sandpiper Studio Massage, Bodywork & Wellness, LLC.

### If You're Sick

If you are experiencing symptoms of illness (such as fever, cough, sore throat, congestion, nausea, or other signs of illness), please contact me as soon as possible to reschedule. Massage therapy is not recommended while you are actively ill.

### Therapist Illness or Emergency

In the event that I, your therapist, am sick or experience an emergency, I will contact you immediately to reschedule your appointment at no charge.

### Emergency Situations

I understand that emergencies happen. If you are unable to attend your appointment due to a verifiable emergency (e.g., sudden illness, accident, family crisis, or inclement weather), cancellation or rescheduling fees may be waived.

## DRAPING POLICY

### Draping Procedures

Professional draping will be used at all times. Only the area being worked on will be undraped; the rest of the body will remain securely covered with a sheet or blanket.

For female clients, the chest area and genitals will remain fully draped throughout the session unless specific upper chest work has been requested and consented to. This type of work is performed professionally and with clear boundaries.

For male clients, the chest may be undraped during upper body work if necessary and appropriate for the service being provided. The genitals will remain covered at all times.

### Clothing Options

Clients may choose to undress to their level of comfort. It is common to undress to underwear or fully undress depending on the service, but it is not required. You will always be draped securely and appropriately.

### Professional Boundaries

Inappropriate behavior, requests, or comments will result in the immediate termination of the session and may lead to refusal of future services.

## MINOR POLICY

Clients under the age of 18 must have a signed parent/guardian consent form, AND the parent/guardian is required to be present in the room during the entire session.

## HYGIENE POLICY

To ensure a comfortable and respectful environment, clients are asked to arrive with good personal hygiene. Sessions may be adjusted or rescheduled if hygiene standards are not met.

## MESSAGE TERMINATION POLICY

### Inappropriate Conduct

Massage therapy is a professional, therapeutic service. Any inappropriate behavior—including sexual remarks, solicitation, suggestive comments, or touching—will result in the immediate termination of the session. Full payment will still be required, and future services may be refused.

### Disruptive or Unsafe Behavior

If a client is under the influence of drugs or alcohol, becomes verbally abusive, or displays aggressive or threatening behavior, the therapist has the right to end the session immediately for safety reasons, and law enforcement may be called. Future appointments may be canceled or denied.

### Medical or Physical Concerns

If a therapist determines that continuing the session would be unsafe for medical reasons (e.g., illness, injury, or contraindications), they may stop the massage and recommend a different course of action. In some cases, a partial refund or credit may be offered.

### Client-Initiated Termination

Clients have the right to end the session at any time. If a client chooses to end a session early for non-emergency reasons, the full session fee may still apply unless otherwise agreed upon.

### Therapist-Initiated Termination

Sandpiper Studio Massage, Bodywork & Wellness, LLC reserves the right to decline or discontinue services at their discretion in order to maintain a safe and professional environment.

## CLIENT PRIVACY & CONFIDENTIALITY POLICY

### Client Records

All client records, including intake forms, health history, treatment notes, and session details, are kept strictly confidential. These records are stored securely and are accessible only to authorized personnel.

### Use of Information

Personal information is collected solely for the purpose of providing safe and effective massage therapy services. This information is used to tailor your treatments, maintain accurate records, and comply with legal and professional standards.

### Disclosure of Information

Your information will never be shared with third parties without your written consent, unless required by law (e.g., subpoena, court order, or mandatory reporting of abuse or threats of harm).

### Client Rights

You have the right to access your records, request corrections, and ask questions about how your information is handled. Requests must be made in writing.

### Communication Privacy

Any communication —whether verbal, written, or electronic—will be treated with confidentiality. Electronic communication (e.g., email or text) will be used responsibly and only when necessary.

By receiving services at Sandpiper Studio Massage, Bodywork & Wellness, LLC, you acknowledge and agree to this policy statement.

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Client Name (Please Print)

\_\_\_\_\_  
Client Signature

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Date