

## STUDIO 533 & THE MUSCLE WHISPERER OF NJ

# *Policy Explanations*

### **Cancellation Policy**

We respectfully ask that you provide us with a 24 hour notice of any schedule changes or cancellation requests. Please understand that when you cancel or miss your appointment without providing a 24 hour notice we are often unable to fill that appointment time. This is an inconvenience to your therapist and also means our other clients miss the chance to receive services they need. You will be charged 100% of the service fee with a cancellation in less than 24 hours. We require a credit card to be given to book appointments.

We understand that emergencies can arise and illnesses do occur at inopportune times. If you have a fever, a known infection, or have experienced vomiting or diarrhea within 24 hours prior to your appointment time, we request that you cancel your session. Inclement weather may also result in the need for late cancellations. We will do our best to give advanced notice if we are closing or need to cancel due to bad weather and we ask you to do the same. Please do not risk your own safety trying to make your appointment. Late cancellation due to emergency, illness, or inclement weather will generally not result in any missed session charges, but this is determined on a case-by-case basis.

### **Late Arrival Policy**

We request that you arrive 5-10 minutes prior to your appointment time to allow time for paperwork changing and communication. We understand that issues can arise that may cause you to be late for your appointment. However, we ask that you call to inform us if this ever occurs so we can do our best to accommodate you. Appointment times are reserved for each client, so often we cannot exceed the reserved time. Arriving after your appointment time may result in loss of time from your massage so that your session ends at the scheduled time. Full service fees will be charged even when sessions are shortened due to late arrival. In return we will do our best to be on time, and if we are unable to do so we will add time to your session to make up for our late arrival or adjust the service charge accordingly.

### **Inappropriate Behavior Policy**

Massage therapy is for relaxation and therapeutic purposes only. There is absolutely no sexual component to our massage services whatsoever. Any insinuation, joke, gesture, conversation, or request otherwise will result in immediate termination of your session and a refusal of any and all services in the future. You will be charged the full service fee regardless of the length of your session. Depending on the behavior exhibited we may also file a report with the local authorities if necessary.

### **Enhanced Cleaning Protocols**

In between each client the massage room, table and products are properly cleaned and disinfected. We are following all current CDC guidelines for the safety of our workers and clients. During the massage session both the clients and Therapists are required to use or not use masks depending on the rules set by the state. At any time a client can request the Therapist to wear a mask