☼ Amoterra ☾

"Wellness for Mind, Body, and Spirit"

Amoterra Policies, Rules, and Regulations

The policies of Amoterra are as follows:

1. **NSF Policy.** Any payment for sales or services (i.e., personal check) that is returned from a bank or credit union as "non-sufficient funds" or "insufficient funds" will result in a letter of "payment due" to said individual from whom check was written. Payment in cash or money order form will be due within 10 days of receipt, as well as any funds incurred as a result of bank overdraft fee (no more than $35.00), or proceedings for prosecution of fraud will be taken according to State of Wisconsin law.

2. **Cancellation of Appointments and Missed Appointment Fee.** In the event that a client must cancel an appointment, notice to the therapist must be given ***at least 24 hours prior to the appointment.*** If the client fails to do so, said client is responsible for paying the "missed appointment fee," **amounting to the full cost of the scheduled appointment(s)/service(s)**.

3. **NCNS.** "No-call, no-show," or NCNS. If a client fails to appear for a scheduled appointment, that client will be required to pay the "missed appointment fee" (see item #2). **Client will be blacklisted and unable to book any subsequent appointments until this fee is paid.** If this occurs three times within a year, the massage therapist or bodyworker reserves the right to deny client service and implement a $100.00 service reinstatement fee. If a client is more than ten minutes late to a scheduled appointment, that client is still required to pay the full amount of the scheduled appointment and will receive services according to the allotted time remaining (i.e. a client scheduled a 45-minute massage and came 10 minutes late, that client will receive a 35-minute massage but must still pay for the 45-minute service); ******PLEASE NOTE:* IF MORE THAN 10 MINUTES LATE TO A 30-MINUTE APPOINTMENT AND MORE THAN 15 MINUTES LATE TO A 45-MINUTE APPOINTMENT OR LONGER, THE APPOINTMENT WILL BE CANCELED, AND THE CLIENT WILL STILL BE REQUIRED TO PAY THE FULL COST OF THE APPOINTMENT.**

4. **Smoking/Alcohol and Drug Use.** The client agrees not to smoke at least an hour before a scheduled appointment with the massage therapist or bodyworker. Any alcohol or drug use prior to the scheduled appointment which puts the client in any kind of altered state or danger (as well as the therapist) will result in immediate termination of the session. The client is still responsible to pay the fees for services scheduled.

5. **Termination of Treatment/Therapeutic Relationship.** The client understands that he or she may refuse treatment at any time and may cancel either the session or the therapeutic relationship at any time. The therapist holds the same rights and responsibilities. Termination of the therapeutic relationship, if decided, will be later discussed and documented with the client and therapist.

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6. **Health and Cleanliness.** The client agrees to maintain proper personal hygiene protocols (i.e. deodorant, shower or bath) prior to any massage or bodywork session and understands that the therapist has the right to refuse services if personal hygiene is not maintained and/or is a deterrent to the health and wellness of the client or the therapist.

7. **Honesty on Intake Form.** The client agrees to fill out his or her intake form prior to beginning any type of treatment with the massage therapist or bodyworker truthfully and to the best of his or her ability; the client also agrees to inform the therapist of any changes that have occurred in health and wellness after said intake has been documented and will not hold the therapist responsible for any injury due to failure to inform.

8. **Cell Phones.** Unless a cell phone is necessary for medical or other related emergencies, the client agrees to turn off or silence his or her cell phone for the duration of treatment.

9. **Boundaries.** The client and the therapist agree to maintain the boundaries governing the professional standards of the therapeutic relationship; both understand that a breach of boundaries may result in termination of the therapeutic relationship.

10. **Confidentiality.** The client understands that the therapist will maintain individual client confidentiality and will not share this information with any individual or official; the client also understands that, if confidentiality is compromised (excepting court-ordered documents or other legally-related assessment) that the therapeutic relationship may be terminated.

11. **Medical Disclaimer.** The client understands that the massage therapist or bodyworker is not a doctor, psychotherapist, or other qualified medical professional and is not licensed to diagnose or prescribe medications, supplements, or other related medical advice. The therapist can, however, refer the client to other health professionals if additional or supplementary treatment is recommended or necessary for the client's overall health.

**I have read and understand all of the above rules and policies of Amoterra. (Sign below)*

Signature of Client: _____

Date: _____

Signature of Therapist: _____

Date: _____