

Policies & Procedures:

- **These are NON-SEXUAL sessions. ANY sexual behavior will result in immediate termination of session and liability for full payment. You may also be reported to the authorities.**
- Gift Certificates available, not honored after the expiration date.
- If you are ill, or have recently been ill, please reschedule your service.

At Lynn's Massage Therapy LLC, we understand that unanticipated events occur in everyone's life. Unforeseen events such as sick children, car problems, traffic considerations, business meetings, and project deadlines, are just a few reasons why one might consider canceling a massage appointment. In our commitment to provide a unique and understanding massage experience to all of our clients and out of consideration for our therapists' time, we have adopted the following policies:

ARRIVAL TO YOUR SESSION

Please arrive for your appointment 5 minutes prior to the scheduled starting time. All services offered have a specific time schedule and a slightly early arrival allows for a relaxed and unhurried experience. If late arrival is inevitable, your service may be shortened in order to keep on schedule. Depending upon how late you arrive, your therapist will then determine if there is enough time remaining to start a session. Regardless of the length of the service actually gives, you will be responsible for the "full" session. Every client is important to us and helps keep everyone's life a little more stress free...

CANCELLATION POLICY:

Your therapy times are reserved exclusively for you. We value your business and ask that you respect the office schedule policies. Should you need to cancel or reschedule, please notify us at least 24 hours in advance.

When you book an appointment, that time is set aside for you, and missed appointments prevent us from accommodating other clients. Please understand that therapists only get paid when they deliver service. If you do not show up for your scheduled appointment, and you have not notified us at least 24 hours, you will be subject to a **cancellation fee of 50% of your scheduled services.**

Clients who miss their appointments without giving us prior notification will be charged in full for the scheduled service. We recognize the time of our clients and staff is valuable and have implemented this policy for a reason. When you miss an appointment with us, our therapists not only lose your business but also the potential business of other clients who could have scheduled an appointment for the same time.

IF an emergency situation arises, please let us know so that we can treat your specific situation with personal attention. We recognize that there are circumstances that are out of your control (sudden illness, family emergencies, ect..) and your therapist may make an exception to the above policies on those rare occasions.

