

Below are my policies for my massage therapy practice. Please don't hesitate to ask if you have any questions or concerns about them. – Trina T. Brown, LMT

Privacy Policy

I respect your privacy and will not share any information you share with me, your massage treatment goals or massage therapy results with anyone else without your express written permission or unless required by law. I respect my clients' confidentiality and will do my utmost to protect it. I will also contact you about your appointments, for follow-ups, and to send you materials, only by the preferred contact method(s) you specify.

Cancellation Policy

When you schedule an appointment with me, that time has been specifically reserved for you. Once you realize you will not be able to make your massage therapy appointment, please inform me immediately. If you cancel your appointment more than 24 hours in advance, there will be no charge. If you're unable to give me 24 hours notice of the cancellation and I'm unable to schedule a session for someone else in that time period, you will be charged for your missed session.

If I need to cancel your massage therapy appointment for some reason, your next scheduled massage session will be free.

Late Arrival Policy

When you schedule an appointment with me, you have my complete attention for that time period. Should you arrive late, I will work with you for the remainder of the time left for your session to ensure we get the maximum results out of the shorter timeframe. You will be charged for the full session scheduled.

Termination of Session

Inappropriate behavior, especially sexual behavior of any kind, will result in immediate termination of the massage session, you will be asked to pay in full and be escorted from the premises, and future appointments will not be accepted.

By signing below, I acknowledge that I have read and understood the above policies.

Printed Name

Signed Name and Date
