



Client Interaction Policy

What NURTURED Expects of Our Clients:

1. Clients are to provide an accurate and legible health history by filing out our Client Information Sheet. Client will also need to update when necessary any new health concerns, accidents, etc.
2. Please be present (not under the influence of drugs or alcohol). If under the influence, massage session will be stopped immediately, client charged full price, and appointment rescheduled.
3. Payment is expected at the time service is rendered.
4. Sexual harassment is not tolerated. If the practitioner's safety feels compromised, the session will end immediately and client charged full fee.
5. If you need to eat before your session, eat light as eating a heavy meal less than two hours prior to treatment can cause stomach to become sensitive.
6. Sessions begin and end at scheduled times. Sessions that begin late due to client's late arrival will end at the scheduled time and session will still be charged full fee.
7. If you are more than 15 minutes late without calling to alert your therapist, therapist will not be required to remain in the office.
8. Be clean, having showered the same day as your massage. **If you are scheduled for a Lomilomi, ladies, please remember to shave the DAY OF your lomi. Our Lomilomi practitioner will thank you!!**

What Our Clients Can Expect From NURTURED:

1. We provide our clients with a competent and professional session that will address any specific needs for that session.
2. We will only provide services which we are qualified to do physically and emotionally. If there are any services requested that are beyond our scope of practice or not in our clients best interests, we will refer to appropriate specialists or professionals.
3. Our client's privacy and confidentiality are maintained at all times.
4. All clients of NURTURED will be treated with respect and dignity regardless of age, gender, race, national origin, sexual orientation, religion, socioeconomic status, or body type.
5. During any massage session, clients are draped with linens at all times. Only the parts of the body that are being worked on are exposed. NO Exceptions! We use linens NOT beach towels in our sessions!
6. Payment is due at the time of service unless other arrangements have been made prior to your massage. We accept cash, major credit cards and local checks. You can order gift certificates on our website and can pay through our PayPal account at: www.nurturedbykaren.com

7. At NURTURED, we do not provide insurance billing. If you have a prescription from your doctor for any massage modalities, you will need to pay for your services up front and we will give you a receipt for you to bill your insurance.

CANCELLATION POLICY:

1. We understand that life happens and ask that you honor your commitment in keeping your scheduled session. If cancellation is necessary, please give 24-hour notice. If there has been an emergency, therapist and client will work out arrangements.
2. If anyone at NURTURED needs to cancel a session, we will do so within 24 hours whenever possible. If an emergency arises and your session needs to be rescheduled less than 24 hours, you will receive 50% off the rescheduled session.

Signed by:

Client: _____ Date _____

NURTURED Therapist: _____ Date _____