



BUSINESS POLICIES AND OWNER CONSENT

Arrival to Your Session

Please be ready to meet/greet Kate upon her arrival. It is not necessary to have your horse haltered and tied by the time she arrives. At times, it is beneficial for Kate to observe the horse in its home environment prior to beginning a bodywork session.

For the bodywork session, please have a quiet, calm area selected for your horse where s/he is comfortable and feels safe. It is best to avoid areas of high traffic and commotion to ensure that your horse can experience the full benefits of the bodywork session.

Cancellation Policy

Kate asks that owners try to give her 48 hours notice when a cancellation becomes necessary.

Please note the following cancellation fees and requirements:

- Less than 24 hours' notice: 50% of the session fee will be charged for cancellation
- Same-day or no-show: Full session fee charged for cancellation
- Emergency situations: Cancellations due to emergencies will be handled on a case-by-case basis, with fees potentially waived based on the circumstances. Please reach out to Kate as soon as possible if an emergency arises.

Late Arrival Policy

Late arrivals made 20 minutes after the scheduled start time, or no-shows, will be automatically cancelled and charged for the scheduled session. At the discretion of Elevated Bodywork, Kate may be able to accommodate a full or partial appointment for late arrivals.

Travel

A travel fee will be incurred for distances further than 35 miles from Tulsa, OK 74105, and may be split among clients within the same barn. Please reach out to Kate to discuss travel fees.

Payment

All payments must be paid to Kate at Elevated Bodywork in full either prior to or immediately after services are rendered, and may be paid via cash, PayPal, Venmo, or Zelle. Depending on payment method, an additional fee may be charged to the owner. If a client is absent during the scheduled bodywork session, payment will be required prior to the appointment. A late fee of \$20 will be incurred from payments made within 24 hours -to-7 days of a bodywork service. A late fee of \$30 will be incurred from payments made within 8-14 days of a bodywork service. Payments made after 14 days will incur a late fee of \$50.

Liability Disclaimer

Working with any animal involves inherent risk. The owner agrees not to hold Kate at Elevated Bodywork responsible for any injury or condition that may occur to their animal. Kate at Elevated Bodywork agrees not to hold the owner responsible for any injury that may occur to them during the appointment (e.g.: bite, kick, etc.).

Kate at Elevated Bodywork reserves the right to end a bodywork session at any time she feels her, or the horse's, safety is in question and/or the horse is not responding appropriately to the bodywork.

Existing and New Medical Conditions

It is the owner's responsibility to keep Elevated Bodywork informed of any medical treatment, current medications, or changes in the horse's health condition. If necessary, the owner may be asked to obtain a new referral from the horse's primary veterinarian stating that Elevated Bodywork's services are safe to continue.

Veterinary Disclaimer

Kate Swan at Elevated Bodywork is a certified Equine Bodyworker through Equinology. Massage or other bodywork modalities are never a replacement for proper veterinary care. Kate Swan, and anyone representing Elevated Bodywork, will not diagnose conditions, attempt any adjustments/musculoskeletal manipulations or prescribe medications, nutraceuticals, or supplements for their horse(s). In accordance with Oklahoma State Law, a veterinary referral stating that a horse may receive bodywork is required. It is the owner's responsibility to obtain a signed referral from their primary equine veterinarian permitting Elevated Bodywork's services on their horse(s).

Changes to Business Policy

Elevated Bodywork reserves the right to change this policy at any time. You will be notified of changes when they take place.

Owner Consent and Release

I, _____ give Kate Swan permission to perform bodywork on my horse(s). I understand that massage and other modalities that may be used are never a replacement for proper veterinary care. I understand that the equine bodyworker will not diagnose, attempt any adjustments/musculoskeletal manipulations or prescribe medications, nutraceuticals, or supplements for their horse(s). In accordance with Oklahoma State Law, a signed referral from my primary equine veterinarian permitting Elevated Bodywork's services on my horse(s) will be obtained. I affirm that I have provided all relevant information and will update Kate Swan when new information is acquired.

I HAVE READ THE ABOVE, AGREE TO ALL POLICIES, AND RELEASE ELEVATED BODYWORK FROM ALL LIABILITIES.

Owner Signature: _____

Date: _____

