



## **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, but it is understood that the horse will be clean (brushed) and dry before the bodywork session begins. 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 25 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 upon receipt of invoice 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. A late fee of \$20 will be incurred from payments made within 24 hours-to-7 days of receipt of service invoice. A late fee of \$30 will be incurred from payments made within 8-14 days of receipt of service invoice. Payments made after 14 days of invoice receipt will incur a late fee of \$50.

## **Existing and New Medical Conditions**

It is the owner's responsibility to keep Kate Swan 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.

## **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 agrees not to hold the owner responsible for any injury that may occur to her during the appointment (e.g.: bite, kick, etc.). Kate also 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.

## **Veterinary Disclaimer**

Kate Swan at Elevated Bodywork is a certified Equine Bodyworker through Equinology®. Massage or other bodywork modalities are not a replacement for veterinary care. Kate Swan, and anyone representing Elevated Bodywork, will not diagnose conditions, attempt any chiropractic adjustments, 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 Policies**

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 FORM

(Please read carefully before signing)

I understand that bodywork, including massage and other modalities, are never a replacement for veterinary care. It is not to be construed as a substitute for medical examination, diagnosis, or treatment and that I should see a veterinarian, chiropractor, or other qualified medical specialist for the diagnosis of any physical or mental ailment of which I am aware.

I understand that Kate Swan will not diagnose conditions, attempt any adjustments/musculoskeletal manipulations or prescribe medications, nutraceuticals, or supplements for my horse, and nothing said during the horse's session(s) should be construed as such.

Furthermore, in accordance with Oklahoma State Law, a signed referral from my horse's primary equine veterinarian, permitting Elevated Bodywork's services on my horse, will be obtained prior to my horse's initial session. In addition, should my horse become injured, receive injections or any kind, or receive any new diagnoses, Kate Swan will be informed and a renewed referral will be obtained from my horse's primary veterinarian.

I affirm that I have stated all known medical conditions and answered all questions honestly and completely to the best of my ability.

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

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Name of Owner - Print

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Name of Horse

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Owner Signature

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Date