

White Buffalo Healing Arts LLC - Policies and Procedures for Individual Work

The statements below describe the policies and procedures that are established for individual work with me, Rogelio Cruz. These policies are intended to support the development of mutual trust and understanding in our therapeutic relationship.

Cancellation Policy:

- A 24-hour advance notice is required for any necessary changes or cancellation. This allows the opportunity for someone else to schedule an appointment. If you don't give a 24-hour notice, you will be charged 50% of the amount of service.
 - If there has been prior communication about the potential for a last minute cancellation, due to a unique situation, there will not be a fee.
- First unnotified missed appointment will be given grace. For any further missed appointment you will be charged 50% of the service fee.
- Sudden cancellations in the event of an emergency or illness will not be charged. Cancellations for emergencies and illnesses are done on the honor system.

Tardiness:

- If you are running late, please do try to notify me if possible.
- If I do not hear from you for more than 15 minutes after our scheduled appointment time, I will assume that it will be an unnotified missed appointment and will charge accordingly.
- I value my time and the time of others. I do my best to accommodate people's schedules, therefore at times I will extend the session by a few minutes to meet the scheduled session length, but at other times, with late arrivals, I may need to shorten the session length in order to respect the time of those whose appointment follows yours. If your appointment is shortened due to you arriving late, you will still be responsible for full payment of the original scheduled session.

Illness:

- If you have been feeling sick or ill within 24 hours of your appointment, I ask that you notify me and reschedule as soon as possible.
- If I am ill, I will not work. I will contact you as soon as possible and have your appointment rescheduled.

Sexual Misconduct:

- Sexual misconduct of any form will not be tolerated (e.g., touch, jokes, references etc). If anything is suspected, the session will end immediately and you will be charged the full price of the session. Future bookings will not be allowed.

Payment:

- Payment will be expected, in full, at the time of service unless otherwise specified.
- For those who aren't able to afford my set price, I offer a sliding-scale fee. I ask that those who need the sliding-scale price, communicate their need before our session.

Client Protocols:

- I ask all clients to arrive clean and smelling normal.
- Do not arrive under the influence of alcohol or any other mind-altering substances.
 - If you arrive intoxicated, you will not receive bodywork and will be charged for the full amount of the session.
- Please feel free to speak your needs, feedback on anything that I can do to make the session/space more comfortable is appreciated (e.g., pressure, temperature, lighting, music volume, areas to avoid or to work on longer.)

Procedures:

Prior to your first appointment, you will receive an Intake Form and a Policy and Procedure form. If you are unable to fill out the forms before your first appointment, I ask that you arrive 10-15 minutes early to your first appointment to complete them in person.

Once the forms are completed we will review your health history and any medical conditions together. Next you will have the opportunity to discuss your goals for the session and any problem areas that you might have.

I will then leave the main space and you will have the privacy to undress to your level of comfort and get onto the table. You may remove as much or as little of your clothing as you wish. Throughout the session you will be appropriately and securely draped, only the body part that is being worked on will be exposed at a given time.

Once you are settled on the table and under the sheets and blanket, I will ask to make sure you are ready before I step back into the work space, and begin the session. Throughout the session I may ask if anything needs to be adjusted (e.g., pressure, temperature, pillow or headrest) to better suit you. Only you, the client, can feel what is going on inside your body and should you feel pain or discomfort, you should inform the massage therapist immediately.

When the session is over, I will leave the space again giving you the privacy to get off the table and dress. After a few minutes, I will ask if you are dressed and set before I return to the main space. I will ask how you are doing and if you have any feedback or questions, and accept payment.

Your signature indicates that you have read, understand, and agree to the policies and procedures written above. If you have any questions or concerns, please do not hesitate to ask.

Print Name _____

Signature _____ Date _____