

## Clinic Policy and Informed Consent

For your first visit, it is recommended that you receive an assessment as part of your session. An assessment includes a full postural assessment, along with range of motion and orthopedic testing if necessary. This will help us develop a treatment plan to meet with your approval.

During your session, your right to physical privacy is fully respected, and all information shall remain confidential within the boundaries of a client/therapist relationship. Should you feel uncomfortable for any reason during your treatment, please inform the therapist so they may stop or modify their technique.

Your appointment is reserved for you. Therefore, should you arrive late or need to leave early for your scheduled appointment, you will be billed for the full session. If however, we are running late and keep you waiting, you will only be billed for the remainder of your scheduled appointment if you cannot stay for your full session.

Please be considerate and give us at least a day notice should you need to make a cancellation or re-schedule. However, should you cancel the same day, or not arrive for your session, you will be billed in full\*. Due to past occurrences, there is a no-show policy in effect where we will require to have a major credit card on file.

We will try our best to remind you of your appointment by phone or by e-mail (your preference), but essentially it is up to you to remember. Please bear in mind that if you do not attend, someone else loses the opportunity to be treated.

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Client signature

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Massage Therapist

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Date

\* We do understand that certain emergencies are unavoidable, but please try to give us as much notice as possible. In certain circumstances, we will only bill you for half the price of your cancelled appointment. However, full price will be applied to all no-shows.