



AEF MASSAGE
RELAX. REFRESH. RECHARGE.

AEF MASSAGE POLICY NOTIFICATION

AEF Massage appreciates that you have chosen us for your massage and bodywork needs. To provide the best service possible to our clients AEF Massage has implemented the following policies.

Cancellation Policy

AEF Massage respectfully asks that you provide us with a **24-hour notice** of any schedule changes or cancellation requests. Please understand that when you cancel or miss your appointment without providing a 24-hour notice we are often unable to fill that appointment time. This is an inconvenience to the therapist and also means other clients miss the chance to receive services they need. For this reason, you will be charged 50% of the service fee for the first missed session and 100% of the service fee for each session after that.

AEF Massage understands that emergencies can arise and illnesses do occur at inopportune times. If you have a fever, a known infection, or have experienced vomiting or diarrhea within 24-hours prior to your appointment time, we request that you cancel your session. Inclement weather may also result in the need for late cancellation. **AEF Massage** will do its best to give advanced notice if we are closing or need to cancel due to bad weather and we ask you to do the same. Please do not risk your own safety trying to make your appointment. Late cancellation due to emergency, illness, or inclement weather will generally not result in any missed session charges. It is determined on a case-by-case basis.

Late Arrival Policy

AEF Massage request that you arrive **5-10 minutes prior to your appointment** to allow time to fill out any required paperwork as well as answer any intake questions the therapist may have. **AEF Massage** understand that issues can arise that may cause you to be late for your appointment. However, **AEF Massage** ask that you call to inform the therapist if this ever occurs, so the therapist can do his best to accommodate you. Appointment times are reserved for each client, so oftentimes we cannot exceed that reserved time without making the next client late. For this reason, arriving after your appointment time may result in loss of time from your massage so that your session ends at the scheduled time. Full service fees will be charged even when sessions are shortened due to late arrival. In return **AEF Massage** will do its best to be on time, and if the therapist is unable to do so the therapist will add time to your session to make up for his late arrival.

FOR OUT CALLS - The therapist will arrive 15-20 minutes before scheduled appointment time for set-up, paperwork, and intake questions.

Inappropriate Behavior Policy

Massage therapy is for relaxation and therapeutic purposes only. Any insinuation, joke, gesture, conversation or request of a sexual nature will result in immediate termination of your session and refusal of any and all services in the future. You will be charged the full-service fee regardless of the length of your session. Please treat your therapist with respect and dignity and **AEF Massage** will ensure to treat each client with respect, dignity and professionalism.

By signing below, you agree to abide by these policies.

Client's Signature

Date