

Policies & Procedures



Animals:

Being an at home business no pets or emotional support animals allowed. If there is a case where a service animal is needed, defined by the Americans with Disabilities Act (ADA), prior contact to the scheduled appointment time regarding the service animal is REQUIRED. Service animals need to be trained and service animals must be under the control of their handlers at all times and may not pose a threat or disturbance to others. Handlers are responsible for cleaning up after their service animals if necessary. The animal is to be with you in the room during the massage.

Cancellation/No show:

It is understandable that emergencies happen throughout life. However if you cannot keep your appointment time, appointments canceled with less than one hour notice may be charged 50% of the cost of the scheduled service. If I cancel on you with less than 1 hour's notice, enjoy your next service 50% off. Clients who do not show at their appointment without prior notification will be charged 100% cost of service for no show.

Children:

We prioritize creating a professional and conducive environment for our clients to receive the best possible service. To maintain focus, safety, and comfort for all parties involved, No children allowed. With the exception of infants under the age of one year (who are not yet mobile) are able to be with us in the corner of the room inside their carseat.

Communication/Informed Consent:

Clients can schedule appointments through our online booking system, via phone call, or email. We strive to respond to appointment requests promptly and accommodate clients' preferred dates and times to the best of our ability. If a client has any specific concerns or requests regarding hygiene or sanitation, we encourage open communication prior to their appointment. We are happy to accommodate reasonable requests to ensure a comfortable and safe experience for all clients. If at any time pressure needs to be adjusted or that the feeling of being uncomfortable, please communicate with the massage therapist.

Our informed consent policy outlines the following terms and conditions to ensure that clients have a clear understanding of the services provided and their rights and responsibilities. Every client is required to sign an informed consent form each visit. Clients have the right to participate in the decision-making process regarding their treatment or coaching plan. Clients are encouraged to ask questions, express concerns, and provide feedback throughout the duration of their engagement.

Continuing Education:

We are committed to maintaining the highest standards of expertise and professionalism in our field. Our continuing education policy outlines our dedication to ongoing learning and professional development.

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Holidays:

We value the importance of rest, relaxation, and spending time with loved ones during holidays. At Calm Waters Massage, we observe certain holidays throughout the year when our office will be closed. These holidays may include New Years, Easter, Thanksgiving, and Christmas. Clients will be notified in advance of any upcoming holiday closures through our website, social media channels, email newsletters, or other communication channels. We encourage clients to plan ahead and schedule appointments accordingly to avoid any inconvenience.

Hours of Operation:

We ask that clients arrive for their appointments on time to allow for sufficient time to complete any necessary paperwork and prepare for their service. Arriving late may result in a shortened appointment time to accommodate other scheduled appointments.

Hygiene/ Illness:

We ask that all clients arrive for their appointments in a clean and hygienic condition. This includes bathing or showering prior to their visit, using deodorant, and wearing clean clothing. If a client is feeling unwell or experiencing symptoms of illness, we request that they reschedule their appointment for a later date. This helps prevent the spread of illness and ensures a safe environment for all clients and staff members. We appreciate clients' cooperation in maintaining a clean and tidy environment during their visit. Please refrain from bringing unnecessary items into the treatment area and dispose of any trash or personal belongings properly.

Payment/ Gift Certificates:

Full payment is required upon completion of service. Cash or Venmo is preferred. There are no gift cards accepted, but there will be deals that go on. Get 15% off your first two visits. We may offer holiday-themed promotions, events, or special offers leading up to or following holidays to show our appreciation for our clients' continued support.

Professionalism:

We value clear and respectful communication in all interactions with clients, colleagues, and partners. Team members and clients are expected to use professional language and tone in written and verbal communication, whether in person, over the phone, or through electronic channels.

We value timeliness and punctuality in all client engagements. We expect clients to arrive on time for scheduled appointments, meetings, or calls, and to notify us promptly if they anticipate being delayed or unable to attend as scheduled.

Sexual Harassment:

Sexual harassment is offensive, is a violation of our policies, and is unlawful. Any illicit or sexually aggressive remarks will not be tolerated and will result in an immediate termination of the massage.