

# Eastern Sun Healing, LLC

## Policies and Procedures

- Arrival to Your Massage:

Please arrive for your appointment 5 minutes prior to your scheduled time, and if you are a new client please bring your filled out paper work with you. This allows you time to take care of turning in your paperwork and giving me proper information I need to get you in my system. All massages have a specific time schedule and early arrival allows for a relaxed and unhurried experience.

If late arrival is inevitable, your service(s) may be shortened in order to keep on schedule. The original treatment time will be charged.

- Cancellation Policy:

Please provide at least 24 hours notice if you need to reschedule or cancel a treatment. This gives Eastern Sun Healing, LLC enough time to fill the slot. If a client fails to cancel within the 24 hours multiple times (2 or more) they will be asked to pre-pay for future services.

- Late Arrival Policy:

I regret that late arrivals will not receive extension of scheduled appointments. In special cases, and when my schedule will allow, I may be able to accommodate a partial or full appointment. This will be at my discretion and only with proper advanced notification of your late arrival. The original reservation fee will be charged.

- No Show Policy:

Clients who fail to show for appointments will be charged a \$50 no show fee, if a no show is on an Ayurvedic treatment then the client will be charged the full amount of the treatment reserved. It is important to respect my time and other client's time.

- Informed Consent:

Prior to each massage session, the treatment plan will be discussed with you. At your first visit with me you will be asked to sign consent for treatment and understanding of all our massage policies and procedures. Clients who we haven't seen in at least a year will also be asked to fill this out.