



Cancellation and Office Policies

Please be advised of the policies for this office. You have signed a digital version of this form as a client of Louisville Prenatal Massage, which signifies your acceptance of these policies. This version is provided to you as a courtesy.

Cancellation

Your massage appointment is a time that has been set aside exclusively for you. We understand that your time is very valuable to you, and in an effort to respect your time and that of our other clients, a 24 hour notice is required to change or cancel your appointment. If you are unable to provide 24 hours notice, the card on file will be charged in full for your appointment.

Tardiness

Appointment times are as scheduled and cannot extend beyond the stated time to accommodate late arrivals. Please arrive 10-15 minutes prior to your appointment. If you are more than 5 minutes late for your appointment, we will contact you. If we have not heard from you and you are 15 minutes late for your appointment, every effort will be made to contact you. If you are 15 minutes late and we are unable to reach you, your appointment will be cancelled and your card on file will be charged in full for your appointment.

Financial Responsibility

When you schedule an appointment, you will be required to have a valid credit card on file to reserve your appointment time. Payment is due at the time of service, however, you may choose a different payment method at that time.

Effective January 1, 2023: KY sales tax will be collected in compliance with KY HB 8 on all massage therapy services and packages unless you have an active prescription for medically necessary massage on file with Louisville Prenatal Massage. In the event you pay in advance for your massage and acquire a prescription between the time payment and sales tax are collected, and your session, you will be refunded the 6% tax collected in the form of a credit to be applied to a future session.



Clients Under Age 18

Clients under age 18 must be accompanied by a parent/guardian at all times while in the clinic, including during their service. All minors under 18 must have their parent/guardian seated in the treatment room throughout the entire service session, as well as a valid Minor Parental Permission form on file. If the parent/guardian arrives for the appointment but is unable to stay, the appointment will be cancelled and the card on file will be charged for the full amount of the service.

Records Policy

Your massage therapy records are kept in confidence in accordance with HIPPA law. All client records are kept in a secure place, and only those who need to see a client's file for legitimate business or professional purposes have access to them. Your records will not be released to third parties, including health care providers and insurance companies, without your written consent. Records may be surrendered if required by law.

Non-Discrimination Policy

At Louisville Prenatal Massage, our mission is clear: to provide the highest standard of massage care to parent and baby from preconception through the first year. We believe this is best achieved when all clients are treated fairly, with respect and dignity without regard to race, color, national origin, religion, age, disability, sexual orientation, gender identity or financial status. Louisville Prenatal Massage reserves the right to: ask anyone who exhibits discriminatory behavior while in the office to leave the premises. And, if a client exhibits threatening or discriminatory behavior, they will be financially responsible for their appointment and may be subject to Termination of Care.

Sanitation & Cleanliness

Louisville Prenatal Massage is committed to providing a safe and healthy experience for clients including keeping a clean work environment, clean linens changed between each client, and routine and effective hand-washing before and after each client. PPE, such as a face mask, gloves, and finger cots are used when it is appropriate to prevent infection. All equipment is properly cleaned and disinfected between each session, including but not limited to the massage table, mechanical massage devices, face cradles, bolsters, oil/lotion bottles, etc. between clients. Approved disinfectants are



used for routine disinfecting of equipment, and double bag and label any contaminated waste before proper disposal.

COVID-19

Louisville Prenatal Massage does not require masks for clients at this time. If you have new or worsening symptoms, please consider rescheduling your session, or voluntarily wearing a mask to protect your therapist and other clients seen at this practice. Until it is advised otherwise, you can expect your therapist to wear a mask during all sessions. By signing this form, you are acknowledging that you understand that, because massage therapy work involves maintained touch and close physical proximity over an extended period of time, there may be an elevated risk of disease transmission, including COVID-19, and you voluntarily agree to assume those risks, and release and hold harmless the practitioner/business from any claims related thereto.

Zero Tolerance Policy

Any illicit or sexually suggestive remarks or advances made by any client will result in immediate termination of the session, and the client will be liable for payment of the scheduled appointment and will be subject to a Termination of Care by Gaia Massage, LLC.