

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 Gaia Massage, LLC, 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 be on time 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 Gaia Massage, LLC. 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 according to 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 Gaia Massage, LLC, our mission is clear: We help women achieve their wellness goals through the practice of massage therapy. 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. Gaia Massage, LLC reserves the rights 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.

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.

