



Cancellation Policy

We understand that unanticipated events happen occasionally in everyone's life. In order for us to be effective and fair to all clients we honor the following policies:

12 hour advance notice is required when canceling an appointment. If you are unable to give us 12 hours notice, you will be charged a \$20 cancellation fee. Cancellation fees must be paid prior to your next appointment.

No-shows: Anyone who either forgets or consciously chooses to forgo their appointment for whatever reason will be considered a "no-show". They will be charged \$20 for their missed appointment. The massage therapist will wait 15 minutes for a client's arrival. If the client does not arrive within the first 15 minutes of their appointment time, they will be considered a no-show and the appointment will be cancelled.

Late Arrivals: If you arrive late (within the first 15 minutes of your appointment time), your session may be shortened in order to accommodate others whose appointments follow yours. If the massage therapist's schedule permits, you will still receive your full massage session. Regardless of the length of the massage actually given, you will be responsible for the cost of the full session.

Also,

We reserve the right to terminate a session if a client displays any inappropriate, sexual or disrespectful behavior toward the massage therapist. TouchWorks only provides non-sexual, therapeutic massage. There will never be any massage work done on or around genitalia. If a client requests work on any genitalia, the request will be denied. In the event a session is terminated due to a client's inappropriate behavior, the client will be expected to pay for the full massage.

I, _____, agree to abide by the terms of the above policies. I agree to pay any cancellation or no-show fees I may incur and to refrain from any inappropriate behavior during my massage session.

Client Signature _____ Date _____