

## Policies and Procedures

### 24 hour cancellation policy

Sara Wingler Massage Therapy requires 24 hours advance notice for appointment cancellations or appointment changes. Before scheduling your first appointment we will obtain your payment information. If a last minute cancellation occurs or if you miss your appointment; you will be charged for the **entire price** of the session. This is to ensure that the therapist is compensated for his or her time. If you need to cancel last minute and you can find someone to take that appointment time from you, we will waive the cancellation fee and offer a free aromatherapy upgrade for you and your referral.

### Late Policy

If you arrive late, we cannot ensure that you will be able to receive your full session. Please plan accordingly for traffic and parking to ensure that you will be on time. Sara Wingler is not obligated to extend your appointment due to tardiness on your part. If we are running behind; we will gladly extend the session so that you may receive your full service.

### Sexual Misconduct

Sara Wingler Massage Therapy is a legitimate therapeutic massage clinic. Sexual advances, requests for sexual favors and other verbal or physical misconduct of any nature will not be tolerated. If this occurs, you will be asked to pay your appointment in full and leave the establishment immediately. You will be barred from any additional appointments at Sara Wingler Massage Therapy.

### Draping/ Clothing

Bodywork and shiatsu is done fully clothed so please remember to wear loose fitting, flexible clothing and socks. Yoga pants or sweats work well. For other types of massage, you will be covered with a sheet and/or blanket. Feel free to get undressed to your comfort level. Only the part of the body currently being worked on will be exposed. Most people undress to their undergarments, however it is really about your personal comfort level. If, at any point you feel uncomfortable please let the therapist know so that the draping or area worked can be readjusted.

### Geothermal therapy/ Aromatherapy/Lubricants

Geothermal therapy does use hot and cold stones. It your responsibility to inform the therapist if the stones at any point are an uncomfortable temperature. Though we keep them at a temperature that is designated safe, every body they touch will perceive the temperature in a different manner and the therapist needs to be informed of what you are feeling. Sara Wingler Massage Therapy uses high quality essential oils and massage lubricants, to minimize risk of allergic reactions, however some of our products may contain nut oils or other natural products that could cause allergic reactions. Please inform your therapist of any allergies you have beforehand, so that we may adapt our treatment plan to suite your needs better.

## Pregnancy Massage

Sara Wingler Massage Therapy will administer pregnancy massage in any trimester, while in sidelying position. If history or high risk pregnancy or currently high risk, Sara Wingler Massage Therapy requests a doctor's note before you come in for your first appointment. Our therapists are trained in prenatal massage and will make their best effort to accommodate your massage requests as long as it will not negatively affect your health or the health of your child.