

Ally Horn Fraga Massage Therapy

Welcome! I am glad to have you as a client. These are some guidelines about how I manage my practice. Please know I welcome your feedback - if you have questions or comments I invite you to share them with me.

Client Policies

Cancellations: Your appointment time has been reserved for you. I request 24 hours notice for cancellations or rescheduling. I realize that unexpected conflicts can arise, and I will always try to accommodate your needs. But, unfilled appointment times cost me income. I reserve the right to assess a \$25 fee for any missed appointment without 24 hours notice, and I may decline to rebook clients with repeated short notice cancellations.

Arriving early or late: My intention is to be ready to receive you 10 minutes before your scheduled appointment, and the perfect time for you to arrive is about 5 minutes early. However, sometimes my schedule is tight. If you arrive and the office door is closed, I must be finishing with the client ahead of you. Please have a seat in the waiting area near the entrance and I'll be out shortly. Thanks for your patience. If you are running late, know that you always have 10 minutes grace before I consider you late. At that point, I'll call the contact number I have for you to be sure you are coming. If you know you will be later than 10 minutes, and are able to text or call, I appreciate it. If you can be on the table within 10 minutes of your scheduled appointment, you can receive your full session. After 10 minutes, your session will be reduced in length unless the schedule and circumstances allow extension of your session end time, but you will be charged for the originally scheduled session price. After 20 minutes I consider the session cancelled and apply the \$25 fee.

Illness: If you feel like you are coming down with an illness, or if you are recovering from one, please contact me so we can decide together whether to conduct your session. No one wants massage from a sick therapist, and I work hard to maintain my health and immune system. If you are ill, receiving circulatory massage can make you feel much worse. These situations are decided on a case by case basis.

Therapeutic Massage: Ally Horn Fraga Massage Therapy offers therapeutic massage. Sexual advances, requests for sexual favors, or comments of a sexual nature, and any physical conduct of a sexual nature are NOT tolerated. If the therapist's safety feels compromised, the session is stopped immediately and full fee is charged. Inappropriate behavior of any kind will not be tolerated.

Payment: Payment is expected at the time service is rendered unless other arrangements have been made prior to the therapy.

Signature_____ Date_____