

---

**Welcome to**  
**Back In Balance, Inc.**  
Therapeutic Bodywork

Please read the following office policies and procedures

**Business Practice:**

As Massage Therapists, we do not diagnose, treat or cure disease or a medical condition. We further certify that any statements made during a session are not intended to be prescriptive or diagnostic.

**Etiquette:**

Please, plan to arrive a few minutes early to check in and relax. Be considerate so that we can fulfill our commitment to see you and others on time.

**Feedback Policy:**

Feedback, during and after the treatment is highly welcomed and encouraged. Open, communication during the therapy session will increase your satisfaction and educate you on what you are experiencing.

**Confidentiality:**

All information shared between therapist and client will be kept strictly confidential.

**Draping Policy:**

You will be draped with a sheet and/or large blanket for the entire massage treatment. The draping will be adjusted to uncover only the area of the body, which is receiving massage. At no time will a treatment be given with insufficient draping to any client male or female.

**Cancellation and Missed Appointments:**

A 24-hour notification is required from all clients. If you are unable to meet this requirement, please try to find a replacement in order to avoid being charged \$25.00 for the missed appointment.

**Sickness or Illness**

We would appreciate you not coming in when you are sick. It is more important that you rest and reschedule for a later date.

---