

## Policies and Procedures

### Cancellation / No-Show Policy

Life happens, and emergencies arise. However, to ensure the smooth operation of my business and respect for all clients, I have established the following cancellation and no-show policy:

- **Cancellation:** I kindly request that clients provide at least **24 hours notice** if they need to cancel or reschedule their appointment.
- **No-Show:** Repeat no-shows may result in the client being asked to prepay for future appointments.
- **Emergency Cancellations:** In the case of illness or emergencies, I am flexible. Please contact me as soon as possible, and we will make arrangements based on the situation.

### Payments

I accept cash, checks and credit cards. All payments are expected to be made on the day of service, either before or immediately after service and before leaving the premises. New clients will be required to prepay for initial appointments. No-shows will be charged full amount of service.

### Inappropriate Behavior and Client Expectations

My top priority is to create a safe, respectful, and professional environment for both my clients and myself. Inappropriate behavior will not be tolerated.

- **What constitutes inappropriate behavior:** Any form of verbal, physical, or sexual harassment, offensive language, or any behavior that makes the therapist uncomfortable is strictly prohibited.
- **Zero Tolerance:** Clients engaging in inappropriate behavior will be immediately asked to leave, and any future appointments will be canceled. Depending on the severity, legal action may be taken.
- **Personal Hygiene:** In order to maintain a comfortable and professional environment for all, it is kindly requested that all clients arrive for their appointment in a clean and fresh condition, free of body odor and dirt.

### Confidentiality

All client information is kept private and secure. I will never share or sell any personal information.

### Client Comfort

I aim to create a relaxing and professional environment. Please let me know if you have any specific needs, concerns, or preferences before your session begins.

Thank you for supporting my small business and for your understanding and cooperation in helping me maintain a safe, professional and respectful environment for everyone.

Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_