



## **APPOINTMENT AND FINANCIAL POLICY**

Thank you for choosing The Massage Advantage (TMA) for your Massage Therapy treatment. We are committed to providing you with the best possible massage skills and customer service. The following policy will assist us in doing so.

### **APPOINTMENTS**

1. **24-Hour notice is required for cancellations.** A block of time is reserved exclusively for you when you schedule an appointment. As such, no one else can book that time. Therefore, notice is required to provide the opportunity to schedule another client in that slot and to minimize lost time and income.
  - a. Your \$25 deposit paid for booking online will be applied toward your total amount due during checkout after your appointment.
  - b. The \$25 deposit will not be refunded if you cancel with less than 24-hour notice or no-show for your appointment.
  - c. If you no-show or cancel late a second time, then all future appointments must be paid in full in cash prior to the appointment. Otherwise, your appointment will be canceled.
  - d. More than two late cancellations and/or no-shows are subject to refusal of future appointments.
  - e. Gift certificates are subject to forfeiture due to late cancellations or no-shows.
2. **Online Booking** is available 24/7 for your convenience. Follow the steps below to schedule:
  - a. Go to [www.massageadvantagelv.com](http://www.massageadvantagelv.com) and click the red button: **click here to schedule**.
  - b. Register or sign in. If you register, then you can just sign in for future bookings. Otherwise, you will have to register every time you schedule.
  - c. The system will send you an email before confirmation. You **MUST** click on the link in the email to finish the process. If you do not click that link within a few minutes, then the appointment you selected will be released. If the email is not in your inbox, then please check your spam folder.
  - d. A confirmation email will be sent to you immediately after you complete the process. If you don't receive a confirmation email then your appointment is NOT booked.
  - e. Confirmed appointments generate reminder emails 24 hours before your appointment—**this is your opportunity to cancel without penalty**.
3. **Sessions are allotted a specific time.** If you are late, then you will be charged for the entire time scheduled and your appointment will last the remaining allotted amount of time. For example, if your one-hour massage is booked for 3:00 and you arrive at 3:10 then your session will last 50 minutes and end as scheduled at 4:00. If TMA is late, then you will receive your full time if it does not interfere with the next client or you will receive other compensation at TMA's discretion.
4. **Minors:** a parent or guardian must accompany clients under the age of 18 to complete the Intake Form and consent to treatment, as minors cannot legally consent. Parent/Guardian may make prior arrangements for consent by contacting TMA in advance of the appointment.
5. **Massage Therapy contraindications:** colds, fever, flu, open wounds, acute injury, aneurysms, systemic medical conditions and more mean that you cannot receive a massage. If you become ill after scheduling your appointment, please notify me **ASAP** to reschedule.

# TMA

## *The Massage Advantage*

6. **Substances:** please avoid the use of pain medications, muscle relaxants, tranquilizers, alcohol, and narcotics prior to your appointment. Massage Therapy is negatively affected by these substances. Your appointment will be subject to cancelation and still charged if you arrive under these conditions.
7. **Illegal Activity:** any attempt to sexualize the massage session will result in the immediate termination of your appointment and you will be charged the full rate, and you will be subject to refusal of any future appointments. Legitimate Massage Therapy has no sexual aspects.

### FINANCIAL

1. **Payment is due** when services are rendered, unless prior arrangements have been.
2. **Payment is accepted** via cash, check, visa, m/c, amex, and discover. The fee for returned checks and credit card charge backs is \$30 and must be paid prior to any future appointments.
3. **Only cash for future appointments** will be accepted after returned checks and charge backs.
4. **Insurance:** written prior authorization from your insurance company is required to bill for massage. Contact your insurance company for your benefits and the prior authorization if applicable. TMA will provide any information your insurance company needs to authorize payment.
5. **Check-in discounts** on social media will be applied during checkout after your massage. Details are contained in the reminder email for your appointment.

TMA reserves the right to refuse service to anyone and to consider emergent/unforeseen circumstances in applying the above terms.

Please feel free to contact us if you have any questions.

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