

Company Policy

Personal Information

All clients must complete a health intake form prior to service. All information collected from the intake form and any discussions in office or during treatment will be confidential and never shared with third parties without written consent from the client.

Appointment Reservations

Advance reservations are recommended as appointments are subject to availability. A debit or credit card is required to hold your reservation. Credit card holds are required for all guests without exception. Your card will not be charged until treatment is received or in accordance to our cancellation policy.

Cancellation Policy

24-hour cancellation notice is required to help us reschedule your appointment. Cancellation within 24 hours of treatment time or No Show will incur a 100% Cancellation Fee equal to the amount of the booked service. Power of Touch Massage & Bodywork has the right to cancel or reschedule a treatment without notice.

Check In

We ask that all clients please arrive 10 minutes prior to your scheduled appointment time. We like to chat with you about your appointment and get you settled, your Treatment will start at the Appointment Time. It is important that you arrive on time to receive your full treatment. We respect all of our clients' schedules and are unable to extend your treatment time due to late arrivals. If you are more than 15 minutes late for an appointment you will not be seen, be considered a No Show, and will be charged for the appointment time.

Return Policy

Due to the nature of the personal care items and Services, we do not accept returns or exchanges. Gift Certificates are non-refundable, nor are they redeemable for cash, cannot be replaced if lost or stolen. Pre-paid massages or packages are non-refundable.

Payment

Payment is due at the time of service. Cash and all major credit cards accepted, including Better Barter. We do not accept checks.

Prices

Prices are subject to change without notice.

Age Requirements

We kindly ask that you arrange for child care prior to your visit in order for you to receive the full benefit of relaxation, and due to it not being a child friendly environment. Clients under the age of 18 require written parental consent.

Mobile Phones

We ask that you respect the peace and tranquility of the facility and ensure that mobile phones, PDA's and pagers are switched off before entering the premises.

Valuables

Power of Touch Massage & Bodywork accepts no responsibility for the safety of money and valuables of any kind brought to the Center.

Prenatal Massage

We advise only facial massages within the first three months of pregnancy. After three months, a prenatal massage can be scheduled.

Health Conditions

Please advise us of any special health conditions on scheduling your appointment as this may affect your selected treatment(s). Should you experience high/low blood pressure, heart conditions, cancer, allergies, skin rash, or any health conditions, we advise you to consult your doctor before your treatment and present us with a doctor's note of approval. **We have the right to refuse service due to contraindicated health conditions.**

Gift Certificates

Our therapists and front desk staff can assist you in selecting creative gifts, products and packages from the large variety of services and treatments we provide. Gift Certificates are available from reception or on our website. Certificates are valid for 12 months and are not redeemable for cash.

Waiver:

I understand the services offered are not a substitute for medical care and that any information provided by the therapist, or Power of Touch Massage & Bodywork is not a diagnostic or prescriptive in nature. The therapist or Power of Touch Massage & Bodywork may reserve the right to refuse service to anyone for inappropriate behavior, illness listed as contraindications for service, or as deemed necessary. The client also has the right to stop the massage at any time. The therapist and Power of Touch Massage & Bodywork assume no responsibility for any disclosed or undisclosed illness or personal injury.

By scheduling your massage you are indicating that you understand and accept these terms and conditions.