



## APPOINTMENT POLICY & BODY WORK / MASSAGE CLIENT AGREEMENT

The Practitioner reserves the right to make changes to these Terms of Service and pricing, including but not limited to adjustments in session duration, service offerings, and fees, at any time. The current terms will be published on the business website: [kimberlygreeff.com](http://kimberlygreeff.com).

### **Description of Service**

Bodywork/massage therapy addresses and integrates the body so that it can be better supported and move with greater ease and freedom. This is done through direct manipulation and movement education.

Bodywork/massage therapy is not involved with treating disease, nor does it substitute for medical diagnosis or treatment when such attention is needed. The Practitioner does not treat, prescribe, or diagnose any illness, disease, or any other physical or mental disorder of the person. Nothing said or done by the Practitioner should be construed to be such.

### **Boundaries and Respect**

The Practitioner is committed to maintaining a safe environment that is free of discrimination or harassment of any kind. The practice takes healthy, respectful boundaries seriously, ensuring that both parties are treated with the utmost respect. Either party has the right to terminate a session or series at any time without explanation.

### **Confidentiality**

At Evolve Yoga, LLC, we understand the importance of confidentiality in our client-practitioner relationship. All client records, observations, notes, personal information, and conversations are treated with the utmost confidentiality. Client information will not be disclosed without prior written consent, ensuring your privacy and trust in our service.

### **Health Protocols**

**Practitioner:** The Practitioner will wash hands thoroughly before and after each session and maintain a clean and sanitized work area. The Practitioner will not work while sick or experiencing any symptoms of possible sickness.

**Client:** The Client must inform the Practitioner of any changes to their health before the session. If you feel ANY symptoms (COVID-19 or otherwise) that indicate you might be unwell, stay home and contact the Practitioner for a complimentary reschedule.

**Late Arrival**

Late arrivals of more than 10 minutes will be considered late cancellations. At the practitioners' discretion, either a shorter session will be offered or a reschedule with a \$50 Inconvenience Fee. Clients have a grace period of one late arrival before this policy applies.

**Cancellations and No-Shows**

Cancellations and rescheduling shall be made at least 24 hours before the appointment or will be subject to a \$50 Inconvenience Fee. No-shows will be charged the full session price.

After three no-shows or late cancellations, clients may no longer be invited to book future sessions, and the client-practitioner relationship may be terminated. Before this policy applies, a grace period is given for 1 no-show or late cancellation. Exceptions will be considered for illness or circumstances beyond clients' control.

**Payment and Refunds**

Payment is due in full at the time of service. Prepaid packaged sessions must be scheduled within three months of initial payment, after which the Client forfeits their prepayment.

**Super-Bills**

The Practitioner does not bill insurance directly but can offer a super-bill to submit for insurance reimbursement. Clients requiring Super-Bill receipts must provide a referral with diagnostic codes from a physician, chiropractor, or physical therapist if insurance requires reimbursement. The clients must contact their insurance provider for requirements and communicate them to the Practitioner. Super-bills will be provided at the beginning of the month

for services provided the month prior.

**Referrals**

Clients are encouraged to refer others who would benefit from this style of bodywork. As a thank you, clients will receive \$25 off their next session for each referral who completes a full-price session.

**Limitation of Liability**

The Client acknowledges and agrees that Evolve Yoga, LLC will not be liable for any losses or damages, whether indirect, incidental, special, or consequential, in profits, goods, or services, irrespective of whether or not the Client has been advised or otherwise might have anticipated the possibility of such loss or damage.

**No Guarantee**

The Client acknowledges and agrees that Evolve Yoga, LLC cannot guarantee the results or

effectiveness of any of the services rendered or to be rendered. Instead, services shall be executed professionally and by good industry practice. Results vary from individual to individual, and no specific results are guaranteed.

### **Consent For Bodywork/Massage Therapy**

I hereby apply for and consent to bodywork/massage therapy by Kimberly Greeff, Owner of Evolve Yoga, LLC ("the Practitioner"), who has explained the general process and various bodywork and movement education results. These results vary individually, and no specific results can be guaranteed.

Furthermore, I understand that any relief of physical or emotional symptoms coincides with the alignment and organization of the total human being and that alleviation of symptoms is not the primary goal of bodywork/massage therapy.

I understand that the Practitioner does not treat, prescribe for, or diagnose any illness, disease, or other physical or mental disorder, injury, or condition. Nothing said or done by the Practitioner should be construed to be such. I further understand that the Practitioner is not attempting to practice medicine, osteopathy, chiropractic, physical therapy, psychology, or any other profession requiring a license under the laws of Alaska.

I understand that the Practitioner must touch my body to assist me in establishing balance and alignment. I give the Practitioner full privileges and license to work on my body to restore and develop balance and alignment.

I agree to the Terms of Service above:

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

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