

Bomi Massage Office Policies and Client Agreement

OFFICE POLICIES

These policies apply to all clients of Bomi Massage:

- **Cancellation**
A 100% cancellation fee applies to cancellations of less than 24 hours. If you have a conflict and need to cancel your appointment, please provide a minimum of 24 hours advance notice.
- **Tardiness**
Appointments cannot be extended beyond your scheduled time to accommodate late arrivals. To ensure you receive a full massage session, please be on time to your appointment.
- **Sickness**
Clients with cold, cough, flu, or COVID-19 symptoms will not be treated and will be asked to reschedule. Please cancel your appointment as soon as you experience such symptoms. If you cancel with less than 24 hours advance notice due to illness, the cancellation fee may be waived.
- **Package Expiration**
Prepaid sessions must be used within 12 months from the date of purchase.
- **Package Refunds**
Refunds of un-used, discounted massage sessions that were purchased as part of a prepaid package will be pro-rated. All used sessions are retroactively charged at the single session rate, and remaining funds are refunded to the client.

CLIENT AGREEMENT

- It is my choice to receive massage therapy.
- I am aware of the benefits and risks of massage and give my consent for massage.
- I understand that there is no implied or stated guarantee of success or effectiveness of individual techniques or series of appointments.
- I acknowledge that massage therapy is not a substitute for medical care, medical examination, or diagnosis.
- I have stated all medical conditions that I am aware of and will inform my practitioner of any changes in my health status.

I have read the policies and statements above. My signature below signifies that I understand and accept them.

Client Name: _____

Client Signature: _____

Date: _____