



Massage Policy for Clients

Tranquil Body Care wants to make your massage experience as wonderful as possible. The following policies are designed to help you be informed and to help the experience proceed smoothly with everyone knowing the expectations as much as possible.

Business hours: Monday, Wednesday & Friday 10:30 – 8:00, Tuesday & Thursday 10:00 -3:30, Saturday 10:00 – 2:00, Sunday closed

If you are a new client please come 15 minutes early or allow the therapist to arrive at your residence 15 minutes early to fill out paper work.

Every client must fill out a health history information sheet. This must be updated every six months or if a significant change in health has occurred. Be prepared to give a brief list of medications and share any health information with your therapist so that a safe massage can be given.

Fees: Payment is due when services are rendered. The exception is when package plans are purchased.

We accept cash, check or credit cards. Gift certificates are available for purchase. Recipient must present gift certificate at time of massage as payment. All payments must be made with the owner/manager. If you want to tip your therapist please give that directly to the therapist.

For those who purchase package plans and are unable to continue with the plan the remaining massages can be given to a family member or friend to use. In some circumstances a partial refund will be issued.

Cancellations and lateness: If you need to cancel or change your appointment please call at least four hours before the appointment. A no call – no show for those who have package plans will result in a payment being taken for the therapist regardless of you not receiving the massage and it will be subtracted from your massage plan. If you are going to be late a call would be appreciated. Showing up late for an appointment could cut the time of your massage but the price of the massage will remain the same. Please be considerate of your therapist and any clients that have appointments following your appointment by being on time.

Confidentiality: No personal information about any client will be shared. If you see that someone you know is also a client, please do not ask the therapist for any information about other clients. It cannot be revealed. Thank you.

