



Clients Liability/Terms and Conditions/Policies

Client Liability

I hereby give my consent to receive massage/bodywork services from Southpointe Massage Therapy. I understand that the massage/bodywork I receive is provided for the basic purpose of relaxation and relief of muscular tension. If I experience any pain or discomfort during this session, I will immediately inform the Southpointe Massage Therapy practitioner so that the pressure and/or strokes may be adjusted to my level of comfort. I further understand that massage or bodywork should not be construed as a substitute for medical examination, diagnosis, or treatment and that I should see a physician, chiropractor, or other qualified medical specialist for any mental or physical ailment of which I am aware. I affirm that I have stated all my known medical conditions and have answered all questions honestly. I agree to keep the Southpointe Massage Therapy practitioner updated as to any changes in my medical profile and understand that there shall be no liability on the practitioner or Southpointe Massage Therapy's part should I fail to do so. I also understand that any illicit or sexually suggestive remarks or advances made by me will result in immediate termination of the session, and I will be liable for payment of the scheduled appointment.

I do hereby waive, release, and forever discharge said organization and its staff, representatives, and employees from all claims for damages, injury, or loss of property.

Cancellation Policy

Southpointe Massage Therapy has a strict 24-hour cancellation policy – All reservations shall be confirmed by providing a valid credit card. All clients must call (724) 678-1545 to give a 24-hour cancellation notice prior to your scheduled appointment. Cancellations before 24 hours will be fully refunded. Cancellations after 24 hours will be charged 50% of the scheduled session.

If you do not show up for your scheduled appointment and fail to confirm cancellation, you will be charged full price for scheduled service.

Credit card must be on file per cancelation policy.

Purchase Policy

All purchases are final and non-refundable including packages, gift certificates, memberships and prepaid sessions. All purchases excluded from gift certificates are non-transferable. All reservations shall be supported by providing a valid credit card. Gratuities are appreciated but not included in the massage price. At any time, your credit card declines, you will be responsible for \$10 fee per 30 days of your card declining.

Privacy Policy

Any information received from clients shall be deemed strictly personal and confidential in accordance to HIPPA standards. Southpointe Massage Therapy agrees it shall not divulge any information received from client to any person or entity without such client's prior written consent except where applicable by aggregate law.

Minor Guidelines/ Policy

Minors are permitted to receive massage from Southpointe Massage Therapy. Parent or legal guardian must be present in helping complete the Health History Form (Client Intake Form) for the minor, along with consent for the massage therapy session. Minors (all clients under the age of 18 – unless otherwise emancipated) can only receive massage with written parental/legal guardian consent. Parent/legal guardian is the only person permitted to schedule appointments and be present at all times during massage session. At any time, the guidelines are not followed, the massage therapists is entitled to refuse session and reschedule when parent/legal guardian is present. For each Minor, a Minor Consent form needs to be filled out and signed.

Prenatal Clients Guidelines/Policy

Clients that are pregnant are permitted to receive massage from Southpointe Massage Therapy. Client must be out of first trimester and must bring written and signed consent from doctor (OBGYN).