



Vivify Massage Therapy Policies & Procedures

1. The massage therapist and client will maintain a mutually respectful relationship.
2. There is 24-hour messaging available at 917.951.2406. Phone calls will be returned within 24-hours unless the voicemail states otherwise.
3. **Vivify** Massage Therapy is available for service, six days a week, by appointment only. Appointments shall be confirmed the day prior to the scheduled session by the massage therapist.
4. Rates are detailed on the web site www.vivifymassage.com. Please refer to the web site for complete pricing information. Pricing is subject to change.
5. Payment is due at the time of service unless other arrangements have been made prior to treatment. Cash, personal checks and credit card are the accepted methods of payment.
6. If a massage therapist must cancel an appointment, at least 12 hours will be provided. If lesser notice is provided, the client will receive a 25% price reduction on their next massage.
7. A 24-hour cancellation policy is in effect for clients. If a client calls to cancel an appointment within 24 hours from the scheduled appointment time, the client is not charged. Otherwise, the client is responsible for paying the full amount for the scheduled session.
8. Clients will meet with the massage therapist 20 minutes prior to the first appointment to complete a health history form which will then be reviewed at each subsequent visit and to conduct an initial client assessment. This information will allow for the massage treatment to be tailored to the client's specific health and wellness needs.
9. Clients are respected regardless of age, gender, race, national origin, sexual orientation, religion, socioeconomic status, body type, and political affiliation, state of health or personal habits.

Vivify Massage Therapy
Be enlivened through the power of massage!