



Policies and Procedures

- I provide my clients with a competent and professional service each time they come for an appointment, addressing each client's specific needs.
- I am available for spa parties and off-site events. For inquiries please email info@jbtherapyandspa.com.
- Clients are treated with respect and dignity, with personal and professional boundaries respected at all times.
- Appointments are confirmed the day before the session. If cancellation is necessary, please give 24 hour notice or you will be charged for the appointment.
- Privacy and confidentiality are maintained at all times.
- My equipment and supplies are cleaned before and after each session.
- Clients are draped with a sheet at all times during the session. Only the part of the body being worked on is exposed at that time.
- I respect all clients regardless of age, gender, race, national origin, sexual orientation, religion, socio-economic status, body type, political affiliation, state of health, or personal habits.
- I perform services for which I am qualified and able to do, and refer to appropriate specialists when the work is not within my scope of practice and/or not in the client's best interest.
- I keep accurate records and review charts before the session. Clients provide overall health history and update when necessary.
- Payment is due at the time of service unless other arrangements have been made prior to treatment. I accept cash, checks and credit cards.
- Sessions begin and end at the scheduled times. Sessions begun late due to the client arriving late end at the appointed time and are at full price.
- I recommend clients practice good hygiene before a scheduled appointment.