

Body Balance Massage
Lisa Spencer, Certified Massage Therapist
901 S Rogers
Bloomington, IN 47403
812.325.4554

Business Policies

1. Please remember to talk softly, turn off your cell phone, and close all doors gently.
2. Please be sure to write neatly so Lisa can read your handwriting.
3. Appointments are usually available in afternoons and evenings. Please call to schedule and/or confirm your appointment.
4. Massage at an event is available when the schedule permits.
5. A minimum of 24-hours notice is required to cancel or reschedule any appointment; otherwise, full payment for the scheduled session is due.
6. You should arrive at least 10 minutes prior to the start of your appointment.
7. A call is expected if you are going to be late.
8. All appointments are reserved for you with definite beginning and end times, even if you are late.
9. All appointments are scheduled 15 minutes apart. Please do not delay other appointments.
10. A full refund will be given for prepaid appointments cancelled before the 24-hour deadline.
11. Body Balance Massage accepts cash, credit cards (Visa, MasterCard, Discover and American Express) and local checks. Returned checks incur a \$25 fee and cash payment is required for future sessions.
12. If during your visit, Lisa can do anything to make you more comfortable (i.e. add blanket, change lighting, temperature or music) please ask.
13. Anyone making any sexual innuendos, requests, or advances to their therapist will be escorted off the premises by local police. The full charge for the scheduled massage session must be paid.
14. Lisa appreciates your business, and apologizes for any inconvenience; however, to best serve her clients, no exceptions to these policies will be made.
15. Lisa reserves the right to refuse service to anyone for any reason.

I have read, understand, and agree to the policies stated above.

Signature _____ Date _____