

Client Waiver Information

Please take a moment to read

If I experience any pain or discomfort during this session, I will immediately inform the practitioner so that the pressure and/or strokes may be adjusted to my level of comfort. I further understand that massage/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 understand that massage/bodywork practitioners are not qualified to perform spinal or skeletal adjustments, diagnose, prescribe, or treat any physical or mental illness, and that nothing said in the course of the session given should be construed as such. Because massage/bodywork should not be performed under certain medical conditions, I affirm that I have stated all my known medical conditions, including pregnancy, and answered all questions honestly.

- Cancer patients and cancer patients undergoing radiation. You must understand that receiving massage can have both many benefits and many risks. Per the nature of massage therapy, you understand that receiving massage therapy and body work is being done on your own accord, in which you have consulted with physician, and therefore, have been released to receive services that both the therapist and client will find beneficial and not harmful to client or condition. You understand that receiving services may provide physical effects and that Carson Massage and Wellness as an entity are not liable for such effects after having been told the above information. You agree to these terms and will inform the therapist if adjustments need to be made.

I agree to keep the practitioner updated as to any changes in my medical profile and understand that there shall be no liability on the practitioner'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. Understanding all of this, I give my consent to receive care.

*****Cancellation/Rescheduling, Gift Certificate, No show, Late Arrival, & Illness Policy*****

Many therapists, like myself, only make a living by reserving time for clients. Cancelled slots are hard to fill without advance notice. Please have respect for your therapist's time and other clients that wanted your slot. **Carson Massage and Wellness reserves the right to hold credit/debit cards on file for any client at the time of booking for protection of business needs.** The following policies are honored:

- **Carson Massage and Wellness holds firmly to a 24 hour cancellation/rescheduling policy from the time of your scheduled appointment.** Cancelling/rescheduling with less notice than this will be responsible for 100% of the service amount, unless your spot

is able to be filled. Example: If you were scheduled at 3:30 pm on a Wednesday, you would need to cancel by 3:30 pm on Tuesday, or charges will incur. Gift certificate clients are subject to the same policy, as a refund is not provided.

****IF NEEDING TO CANCEL OR RESCHEDULE****

It is the clients' responsibility to create MassageBook login/profile to properly manage, cancel, reschedule, or book future appointments online using the email provided in form or already on file. You can do so through <https://www.messagebook.com/login/register> .Once you are logged in, you must select the appointment you wish to cancel or change. The appointment(s) will not be removed from the calendar otherwise, and you will still be charged for services. On the contrary, you can text me or call to leave a voicemail at 775-671-6228 if that is easier or if you are having issues doing it online.

- In the event of sudden illness or emergency within the 24 hour policy, cancelled appointments are still subject to being charged a partial or full amount. I understand that these things are not your fault; however, having to charge is a result of the cost of last minute cancellations, not a reflection on you, but please let me know if illness occurs, as it can be contraindicated for massage therapy due to spread of germs and health of client or therapist.
- Late arriving clients need to be aware that an extension of time may not always be granted. Therapists need breaks in between clients to clean and reset for the next client, and to be able to start their next service on time. No shows are responsible for 100% of the service that was scheduled.

With that being said, I understand that life just happens sometimes. In events that are out of your control, I have the option of being flexible with my policy, and realize that we are all human. However, please understand that this is a business and in fairness to my time, livelihood, and other clients' desire for massage, you may still be charged a full or partial amount, regardless of circumstance.

You may print this info for your benefit. Thank you for reading.