

# Perpetual Motion Animal Massage Business Policies



*Please be advised of these policies for Perpetual Motion Animal Massage (PMAM). Your signature below signifies acceptance of these policies.*

Date: \_\_\_\_\_

Unanticipated events happen occasionally in everyone's life. In order for PMAM to be effective and fair to all clients, it is asked that you please honor the following policies.

## **Cancellation**

A 24-hour notice is required for cancellation of an appointment. Failure to cancel an appointment within this time frame may result in a charge for the amount of the session. Payment is due before your next appointment will be scheduled.

## **Tardiness**

Appointment times are as scheduled and cannot extend beyond the stated time to accommodate late arrivals. If you arrive late, your session may be shortened in order to maintain the appointments that follow yours. If you are more than 15 minutes late, your appointment may be rescheduled. Repeated tardiness may result in an additional fee. If the therapist is late arriving due to previous appointments or other extenuating circumstances, the length of your patient's session will not be affected. If you choose to reschedule due to the therapist running late, no fee will be charged.

## **Handler**

The owner is responsible for handling the patient. If the owner cannot be present, it is the owner's responsibility to ensure another handler is available AND notify the therapist of the individual who will be present and handling the patient. PMAM may provide a handler at the owner's request for an additional charge. (PMAM may not have handlers available for every appointment so this must be scheduled well in advance.) Other accommodations may be made on a case-by-case basis. **Please ensure your animals are brushed/properly groomed before your appointment. If the therapist has to brush or groom your animal, the session may be shortened and additional fees may apply.**

## **Illness/Injury**

Massage, kinesiology taping and bodywork not appropriate treatments for infectious or contagious illnesses and certain injuries. Please cancel your appointment as soon as you are aware of an infectious or contagious condition. PMAM reserves the right to reschedule any appointment if health concerns exist. Under this circumstance, the owner will be responsible for the travel fee only (if applicable). If you have any questions about whether or not a condition may require a reschedule, please contact PMAM at least 24 hours before your appointment.

Perpetual Motion Animal Massage, LLC

April Austin, LAMP

360-322-7578

<https://pmam.massagetherapy.com>

Business Policies

[pmam@massagetherapy.com](mailto:pmam@massagetherapy.com)

Page | 1

### **Financial Responsibility**

Payment is required at the time of service. Owners whose accounts are not settled (whether it be outstanding balances, cancellation fees, etc.) may be denied service until all previous charges have been paid.

### **Release of Medical Records**

PMAM respects owner/patient privacy and will not share/disclose any information without owner permission. Please ensure all authorized parties are included on the Owner/Patient Information form.

In signing this document, I confirm that I acknowledge, understand and accept the policies listed above. I understand I have a right to a copy of these policies if I ask.

Owner Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Owner Printed Name: \_\_\_\_\_

Parent/Legal Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Parent/Legal Guardian Printed Name: \_\_\_\_\_

**Perpetual Motion Animal Massage, LLC**

April Austin, LAMP

360-322-7578

<https://pmam.massagetherapy.com>

Business Policies

[pmam@massagetherapy.com](mailto:pmam@massagetherapy.com)

Page | 2