

Policy and Procedure Updates Due to COVID-19

Please read the information below and be sure you fully meet the criteria before scheduling. It's my goal to be as safe as possible, for my benefit and for that of all my clients. You can trust that I am limiting my exposure and risk, I will trust that you are doing the same according to the criteria below.

In the 14 days prior to your appointment

- You have worn a mask during all of the following:
 - indoor socializing with people who live outside your home
 - while indoors at work
- You have not eaten indoors at a restaurant
- You have not traveled outside of the Midwestern states (Illinois, Wisconsin, Michigan, Iowa, Kentucky, Missouri)
- You have not lived, socialized or worked with anyone who has since reported a positive COVID-19 result

I am aware that my guidelines are more restrictive than those issued by the state. I understand not everyone wishes to be so cautious and support your decision to seek a new massage therapist if that is the case.

While COVID-19 is present in the community, my business will operate with these changes to standard policies and procedures to protect staff and client safety:

No Walk-In Appointments: At this time, I will not accept any walk-in appointments. Please contact me to schedule an appointment.

Late Cancellations: I will waive the late cancellation policy for anyone who develops a fever or symptoms of illness. Please call

or text to let me know you are feeling unwell and I will cancel your appointment without charging you a fee. No call, no shows WILL be charged the standard late fee.

Client Guests: At this time, we will not allow client guests to wait for clients in the waiting room or session room. In the event the guest is a legal guardian of a minor client, an exception is made.

Pre-Session Screening: Please complete your COVID-19 online screening 12-24 hours prior to your visit. You will receive a link in your booking and confirmation emails.



Arrival Procedure: Please wait in your car. Send me a text to let me know you have arrived.

I will greet you at the front door and take your temperature with a no-touch thermometer to make sure you don't have a fever.

I will ask if you have any symptoms of illness, including a cough or digestive issues. If you have a fever or symptoms of illness, your massage will be rescheduled to another day.

I will ensure you have a proper facemask and ask you to clean your hands with hand sanitizer. Should you not have a proper mask, a disposable one will be provided. I will escort you to the session room.

The upstairs bathroom is a common, shared bathroom used by all upstairs businesses and their clients. I will be wiping down high-touch surfaces in the public areas, including the bathroom, but cannot guarantee their cleanliness.



While COVID-19 is present in the community, we will be limiting our talking to only communication necessary for ensuring a comfortable and safe massage.

If you develop symptoms of illness or test positive for COVID-19 within two weeks of your massage session, please call me immediately. I will follow up to check on your health 1 week and 2 weeks after your session.

To facilitate contactless checkout, please ensure you have a credit card on file with my system. You can add one by accessing your client profile in online booking. Use your email address and request a password reset, if necessary.