

## **OUR POLICIES**

### **INFINITY HEALING STUDIO**

The following policies and procedures serve as a guide for first-time and repeat clients.

Please read the following and email us with any questions.

#### **Booking**

There are no walk-ins.

Please book your appointments over the phone to ensure your desired time is reserved. You can pay the full amount of the session or You will be asked to leave a \$40 deposit to fully reserve your appointment time.

PLEASE fill out the intake form prior to your arrival.

#### **Waitlist**

Clients who would like to be on our waitlist are welcome. This works like a queue. If We have a reschedule or cancellation, We will alert you as soon as we can.

#### **Arrival to Your Session:**

Please plan to arrive a few minutes prior to the scheduled appointment. All treatments have a specific time schedule and early arrival allows for a relaxed and unhurried experience.

#### **COVID and Other Illness Policy**

Please do not come to our office or schedule MFR services at home, if you believe you may be contagious and/or have a raised temperature. It is in all of our best interests that you stay home, rest, and let your body heal. Please seek medical attention if needed.

If your condition affects your appointment, please let Us know as soon as possible. You are still subject to the cancellation policy.

### **Mask Policy**

Clients are not asked to wear a mask in session. Presently there is no requirement to wear a mask in common areas. However, if you wish to wear one, you are most welcome.

### **Cancellation Policy**

Please provide at least 24-hours notice if you need to reschedule or cancel a treatment. If a client fails to cancel within 24 hours, 50% of the service will be charged.

This is out of respect to the therapist who has planned their schedule around their appointments. It is also out of respect for fellow clients who are looking to schedule appointments.

### **Late Arrival Policy**

We will not be able to make any extensions. The original reservation fee will be charged.

### **No Show Policy**

Clients who fail to show up for appointments will be charged in full.

### **Informed Consent**

Prior to each session, the treatment plan will be discussed with you. You will receive a copy of the policies and will be asked to sign the consent stating that you have read the information, understand it, and agree to comply with the professional therapy policies and procedures. Clients that have not been seen for at least a year will also be asked to fill out this form.

## **Scope of Practice**

Our therapies are not a replacement for medical care, diagnosis, prescription therapy, counseling or treatment of any kind.

We are not a medical provider and we won't diagnose, prognose, treat or cure any medical condition. Please speak with your health care provider before making any changes. We may refer you to a medical doctor for a diagnosis or to another practitioner who may better support your needs.

## **Respect for Client Needs and Boundaries**

Infinity Healing is a zero judgment, all-inclusive environment. We aim to keep this safe and secure space for all of our clients. We welcome you to your session while maintaining respect for the Therapist, other patrons, and the studio. We keep our voices soft and our phones in silence to maintain an environment of relaxation and healing.

## **Zero Tolerance**

The studio is a therapeutic environment solely intended for healing. Inappropriate sexual interaction or discussion of any kind between the client and the therapist is NEVER appropriate. Advances or requests of this nature will prompt swift termination of the session. The client will be responsible for full payment.

## **Confidentiality and Conversation**

Infinity Healing is in compliance with HIPAA regulations. We treat all client visits and conditions as confidential. As such, We will not discuss your visit with anybody outside of our staff without your permission. You may choose to talk or not talk during the treatments. The conversation will be guided by the client.

## **Existing and New Medical Conditions**

It is the responsibility of the client to keep Us informed of any medical treatment currently being taken and to provide written permission from the physician, chiropractor, physical therapist, etc. The client must also keep the therapist informed of any changes in health conditions.

For clients undergoing chemo and radiation therapies: Please note that we require a doctor's note that states the doctor is aware of, and agrees to, the desired treatment.