

Practice Policies

These Practice Policies outline important information to help ensure a safe, respectful, and professional environment for all clients and the provider.

Professional Standards, Conduct, and Hygiene

At Victoria Soo dba Bodywork by Victoria, we are committed to maintaining the highest standards of professionalism, ethics, safety, and comfort. To support this, the following expectations apply to both staff and clients:

- **Professionalism & Ethics:** All therapists and staff will uphold professional boundaries, treat clients with respect, and address concerns promptly and appropriately.
- **Confidentiality:** All client information is kept strictly confidential and will only be shared with your written consent, except as required by law.
- **Health & Safety:** The treatment space and equipment are sanitized between clients. Therapists and clients are expected to practice good personal hygiene and inform the practitioner of any illness, injuries, or conditions before the session.
- **Client Hygiene** Expectation: For the comfort and safety of all, clients must arrive clean and freshly showered, wearing clean clothing. ***Coming directly from strenuous activity (e.g., gym workouts) without properly showering and changing into fresh clothes is not acceptable.*** Sessions may be refused, shortened, or rescheduled if this expectation is not met, and fees will still apply.
- **Attire & Draping:** Therapists wear professional attire. Clients should dress comfortably; proper draping will always be used to ensure privacy.
- **Communication:** Clear and respectful communication is essential. Clients are encouraged to share preferences, concerns, or questions before, during, or after sessions. Staff will respond professionally and promptly.

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Scheduling, Cancellation, and Late Arrival Policy

This office operates by appointment only. Appointments may be scheduled in person, by phone, or by text.

- **Cancellations & Rescheduling:** A minimum of 24 hours' notice is required to cancel or reschedule an appointment. Cancellations or changes made with less than 24 hours' notice will be charged 50% of the scheduled service fee. Missed appointments ("no-shows") will also be charged 50%.
- **Late Arrivals:** If you arrive late, your session will still end at the originally scheduled time, and the amount of time you were late will be deducted from your session. The full session fee will still apply.
- **Client Responsibility:** By booking an appointment, you agree to respect this scheduling and cancellation policy. These policies are necessary to protect the provider's time and to allow fair scheduling for all clients.

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Business Practices and Liability

- **Documentation and Record-Keeping:** We maintain accurate and up-to-date records for all client sessions, financial transactions, and business operations in accordance with professional, legal, and insurance requirements.
- **Insurance and Liability:** Our practice is fully insured. While we take every precaution to ensure your safety and comfort, we are not liable for injuries, damages, or property loss that do not result from negligence on our part.

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Facility, Accessibility, and Rules

Our office is designed to be accessible and comfortable for all clients. Amenities such as restrooms and a waiting area are available for your use. If you require special accommodations, please notify us in advance so we can best support your needs.

To ensure a safe and peaceful environment for everyone:

- Smoking, vaping, and the use of illicit substances are strictly prohibited anywhere on the premises.
- Please silence cell phones and limit disruptive behavior during your visit.
- Respect for the facility, staff, and fellow clients is expected at all times.
- **Children Policy:** Clients are asked not to bring children to appointments except in true emergency situations. The presence of children can be distracting to the provider and may affect the quality and focus of care. Clients must notify us in advance if children will accompany them. If childcare cannot be arranged, please consider rescheduling.

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Payment and Refund Policies

- **Payment Due:** Payment is required at the time of service. Accepted methods include cash, Zelle, Venmo, and credit cards.
- **All Sales Final / No Refunds:** All payments are final and non-refundable under any circumstance. Refunds will not be issued for:
 - Services already rendered.
 - Perceived lack of results, dissatisfaction with outcomes, or the belief that therapy made symptoms worse.
 - Appointments missed, shortened due to late arrival, or ended early at the client's choice.
 - Late cancellations or no-shows.
 - Prepaid sessions, packages, or gift certificates, which are non-transferable and non-refundable once purchased.
- **No Guarantee of Results:** I understand that results vary between individuals and that outcomes cannot be promised or guaranteed. By receiving services, I accept the risk that I may experience minimal, no, or even negative response to therapy.
- **Voluntary Participation:** I acknowledge that participation in these therapies is strictly voluntary. I am free to discontinue care at any time, but I understand that discontinuation or dissatisfaction does not entitle me to a refund.

Initials: _____

Agreement

By scheduling an appointment, I acknowledge that I have read, understood, and agree to abide by all the policies outlined in this document. I recognize that these policies are designed to ensure a safe, respectful, and professional environment for both clients and the provider. I agree that adherence to these policies is a condition of receiving services at Victoria Soo dba Bodywork by Victoria.

Thank you for your understanding, cooperation, and trust.