

Mindful Massage & Bodywork Policies and Procedures

As of July 21, 2020, these new policies and procedures in correlation with our previous standards are being implemented to help ensure the safety and security of our clients and staff from COVID-19, cold, or flu.

Cancellation fees are waived at this time; however, No Shows are subject to rescheduling fees, so please let us know ahead of time if you are unable to make your appointment.

Please do not hesitate to cancel your appointment if you are experiencing ANY COVID-19, cold, flu, or severe allergy symptoms. It is better to be safe than sorry. We understand that it is allergy season, but given the circumstances, anyone experiencing severe allergy symptoms will be asked to stay home.

When booking your appointment, you agree that:

- You have not experienced any COVID-19/flu/cold/severe allergy symptoms (cough, fever, difficulty breathing, runny nose, or sneezing) or have been exposed to anyone with these symptoms within the last 14 days
- You are not immunocompromised or in constant contact with someone who is immunocompromised or elderly
- You own a mask and must wear it during your appointment.

Please try to arrive on time to your appointment. We have allotted plenty of time between appointments to ensure that you do not feel rushed. However, out of respect for our therapists to implement thorough sanitation procedures between clients, punctuality is strongly encouraged.

What to expect:

Our therapists are also screened before starting their shift. Screening includes temperature and oxygen saturation taken and recorded as well as documentation of any change in health.

Upon your arrival:

- Please wait in your vehicle until your therapist is outside waiting on you.
 - This is to maintain proper social distancing while other therapists are checking in their clients.
- When you see your therapist, please greet them at the door.
 - Your check-in process will be performed outside the lobby door.
- What to expect during check-in:
 - Temperature and oxygen saturation will be taken
 - Any temperature of 99.4°F (37.4°C) or over and/or an oxygen saturation of 95% or below will be sent home
 - Your therapist will ask a series of questions focused on your current state of health
 - Once that is complete, you will be provided a waiver to be signed and returned
- Your therapist will guide you inside where you will be led to the restroom or sink closest to your treatment room
 - Wash your hands for a minimum of 20 seconds

Once in the treatment room: The treatment rooms are cleaned and sanitized before every appointment.

- Your therapist will go over with you on what to expect from your session as before with these changes:
 - There is a plastic bin provided for you to place all of your belongings before getting on the table
 - This will allow us to limit contact exposure and for proper sanitation between clients

- You do not have to wear your mask while face down on the table. However, you must wear it while on your back or on your side.
- Face and TMJ massage will not be performed at this time

After session:

- Checkout may be performed outside of treatment room
 - All phones and registers are sanitized after every use.
- After checkout and rescheduling is complete, you will be led out of the door you entered to limit your contact with surfaces

Please let us know if there are any changes in your state of health before your next appointment.

Thank you for trusting us to continue to provide care for you all. We appreciate each and every one of you for your constant support!!