



Policy and Procedures

Appointment policy

- We reserve the therapy room for 60, 75, 90, and 120 minutes, this gives the therapist ample time for a therapeutic hour with each client. Your first session will include a client intake form, so we can customize a massage that is perfect for you. To ensure that you have all the table time that is reserved for you, we recommend that you arrive at least 5 minutes prior to your appointment, this allows you ample time to fill out the client form and to prepare for your session.

You must be 18 or over to receive massage treatments or have consent of parent or legal guardian.

Cancellation Policy

- You may cancel *without charge* within 24 hours of your scheduled appointment. There will be a 50% charge if appointment is canceled within 12 hours of scheduled time, and 100% if it is a no call, no show. You can email us at AromaticHarmony@gmail.com or call us at (813) 659-4600.
- If you have made a same day appointment, a 3-hour cancellation notice is required for *no charge*, otherwise it will be a full charge of your session.
- We do understand that emergencies and illnesses do occur, We ask that if you are sick, running a fever or have an emergency let us know as soon as possible and reschedule your appointment. If there is a hurricane, or a natural disaster, there is no charge for these types of cancellations. We care about you.

Late Arrivals

- Arriving late for your scheduled appointment cannot be guaranteed an extension of services. All appointments have been designed to allow the appropriate time for the full enjoyment of the service and to accommodate a full day of reservations, we must respect the time of others as well as the therapist. Your late arrival may limit our ability to offer the fullest experience possible. An unhurried and relaxing treatment will be rendered only for the remainder of the scheduled session. You will be responsible for the full service.

Signature: _____ Date: _____

If client is a minor, signature of parent/guardian: _____