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Statement of Policies

(Updated 7/1/2018)

In the interest of establishing the best relationship possible with my clients, I am providing you with the following summary of my business policies. If you have any questions regarding any of these policies, please feel free to ask. I believe that clear communication and clear expectations provide the best basis for a good working relationship.

1. **Rates:** Intake Session (90 minutes): \$92.00

60 minute session: \$80.00

90 minute session: \$120.75

30 minute session: \$ 46.00

15 minute session: \$23.00

(Note that these are total session times. Approximately 5-10 minutes of each session is devoted to check-in and check-out time, to screen for current health concerns, and to follow up on the session and deal with business matters.)

Tax: The State of Ohio charges sales tax on massage that has not been referred/prescribed by a licensed doctor, dentist, or chiropractor. For those who do not have such a referral, sales tax will be added to the above amounts. If you have a written referral/prescription from your referring doctor, you do not have to pay sales tax. If you do not approve of a licensed medical service being taxed, please write or call your state legislators and ask them to repeal the tax.

Package Deals: For regular clients, 60 & 90 minute sessions may be purchased in advance in packages of three for a 10% discount. The package must be used within three months from date of purchase, or you will have to make up the difference to the regular price when you come in. Package deals may not be applied to the intake session.

Payment is due **at the time treatment is given**, unless other, prior agreements have been made between us. Such agreements will generally be made in writing – e.g., gift certificates, or special cases for injury treatment, etc.

2. **Appointments:** To have a better chance of getting in when you would like, please schedule appointments a week or more in advance. I schedule first come first serve, so it is often difficult to fit people in at the last minute. If I can fit you in, I will; but the earlier you make your appointment, the better.

3. **Cancellations:** As massage is a time-dependent business, it is important that both my clients and myself can count on our scheduled appointment times. When a person misses an appointment without notice, others who might also need my services cannot have them; and my source of livelihood is likewise taken away. **Please make cancellations as soon as you know you won't be able to make the appointment – preferably at least 24 hours in advance. *Appointments missed without prior notification (no-shows), and last-minute cancellations, will be charged the entire cost of the session scheduled.***

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At times it is embarrassing to have to enforce this policy, but that is business. Should you feel that this policy is unreasonable in your situation, please discuss it with me. I will make every effort to be fair; I expect you to do the same.

4. **Intake:** The first session with a new client is normally an hour and a half. This allows time for the half-hour intake process, and an hour for the introductory massage. If in the course of the intake process it becomes apparent that massage may not be advisable for you due to health concerns, I will end the session at that point. There will be no charge to you in such cases. I will recommend that you have your primary health care provider evaluate your condition, and I will want to know the results of that evaluation before I would consider giving you massage. This policy insures that any work I do for you will be beneficial, and not harmful.
5. **Confidentiality:** I treat your health information with care and respect for confidentiality. My practices regarding confidentiality of client files are detailed in my Notice of Privacy Practices.
6. **Forms of Payment:** I accept cash or checks. If a check “bounces,” you will be charged an additional \$15. I do not take credit cards.

I do not accept insurance for payment. However, I am very willing to work with clients to help you get reimbursed for your massage therapy treatment, as I believe it is a very legitimate medical expense. At your request, I will supply receipts, case records, and written reports of treatment to your doctors, lawyers, or insurance companies. (Insurance and legal companies will be charged the appropriate and customary clerical fees for these services.)

7. **Cigarettes, Perfumes (& Similar Odors):** I try to keep the massage room an odor-neutral environment, both for the sake of clients who may be sensitive or allergic to some scents, and for my own sake, since I have such sensitivities and allergies. Therefore, I do not allow smoking on the premises, and I also ask that you refrain from smoking right before you come for your massage. In addition, I ask you please not to wear perfumes or colognes on the day of your massage session. Thank you for your consideration.
8. **Cell Phones and Pagers:** Please turn off cell phones and pagers during the massage session, so as not to interrupt your treatment. Thank you.

I hope the above information will set our relationship on a sound, professional basis. I look forward to working with you, and I hope that you find your massage a thoroughly enjoyable experience.