

### Client Information Privacy

All information provided by a client (e.g. submitted documentation via written form or electronic communications, verbally shared information during treatment) is considered confidential and will not be released to another person or entity without his/her written consent or unless required by law.

### Appointment Policies

**Payment:** Full payment is expected at the time of service. Accepted forms of payment include cash, personal check, or credit/debit cards (Visa, Master Card, Amex, and Discover). Fees for returned checks may be charged according to Florida law. Mitchell Diaz, LMT does not accept or bill insurance.

**Cancellation:** A 24-hour notice is required for cancellation of an appointment, or you will be charged in full for the appointment. Payment is due before your next appointment.

**Tardiness:** Appointment times are as scheduled and cannot extend beyond the stated time to accommodate late arrivals. You will be charged the full fee for your appointment regardless of how much time is left. To enjoy the full benefits of your session, please be on time to your appointment.

**Sickness or Personal Emergencies:** Massage/bodywork is not appropriate care for infectious or contagious illness. Please cancel your appointment as soon as you are aware of an infectious or contagious condition. If it is within the 24-hour notice period, the cancellation fee may be waived. Cases of extreme personal emergencies may also be considered as exceptions at the sole discretion of the massage therapist.

I have read the above sections regarding the Appointment Policies and Client Information Privacy. I understand and agree to all the terms described in each section above.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*A copy of this policy can be provided for your records upon request.*