



"I've Got Your Back!"

Kripalu Yoga Worcester, 128 Providence Street, Box 2, Worcester, MA 01604

Policies and Procedures

Cell Phones & Beepers:

Turn off cell phones and beepers during appointments.

Children:

Children over age 7 and under 18 may receive massage with a parent in attendance (same room) during the entire massage session. Please provide a letter from the child's doctor stating that the doctor knows of no reason that the child should not have therapeutic massage. For young children you may wish to complete the health history with the doctor.

Inclement Weather:

Call 508 798-7836 during inclement weather to check on the status of the yoga classes. Generally, if Worcester Public Schools are closed, the Senior Center will also be closed and Yoga Classes and Massage Appointments are canceled to allow the parking lot and walks to be cleared. You can call me to confirm and reschedule your appointment.

Perfumes and Scents:

Please do not wear perfume or heavily scented hygiene products.

Food and Drink:

Avoid heavy meals 2 hours before your appointment. Do bring water for drinking during your appointment especially in warm weather. Chilled water is also available.

Being on Time:

As a courtesy to the therapist, please be mindful about arriving for your appointment on time.

Client Health History and Consent Form:

Prior to your first massage and once each year, you will be asked to fill out a confidential

personal health history form. This information is confidential and is designed to help the therapist understand your physical condition. The form is available on line and can be completed and emailed encrypted to me or printed and filled out for you to bring with you to the first appointment.

Please feel free to discuss any concerns you have about the session. If you experience any pain or discomfort during this session, immediately inform the therapist so that the pressure, strokes and/or length of session may be adjusted to your level of comfort. It is important that you are comfortable during the massage.

Please sign the health history and consent form and verify that the information provided in the health history is correct and current.

Medical Advice:

You should seek a medical doctor, chiropractor, or other qualified medical practitioner for physical and medical conditions you described in you health history. Thai bodywork or therapeutic massage is not a medical treatment and the therapist may not diagnose, treat, or prescribe for medical conditions.

Illicit or Suggestive Remarks or Advances:

It is also understood that any illicit or sexually suggestive remarks or advances will result in immediate termination of the session.

Dress and Modesty:

During therapeutic massage you will be covered by towels, sheet, or blanket for modesty and warmth and only parts of the body receiving treatment will be uncovered. You may keep as much clothing on as you wish. The therapist may not be able to work effectively if you need treatment in an area covered by clothing. You will be advised of the interference and have the option to continue with treatment or not.

During Thai bodywork you are dressed in shirt and pants. The term Thai bodywork refers to basic certification in Thai Healing Arts Yoga.

Appointments:

Appointments are required for all sessions. You can schedule an appointment online at <http://eric.genbook.com> or by calling 508 740-9899 and leaving a message for a callback. Please speak slowly and distinctly when leaving a message. You should receive

a return call that evening after 5 PM.

Length of Session:

Your therapeutic massage is 60 or 90 minutes in duration and does not include dressing. Your Thai bodywork session is 90 or 150 minutes in duration. Please let the therapist know if you have a specific time constraint.

Fee Schedule:

The fee schedule is shown at <http://eric.genbook.com> .

Notes:

- If you have a financial hardship please discuss your situation with me prior to scheduling.
- Persons with disabilities should call to be sure we can accommodate you safely.
- Disabled veterans of our armed forces will not pay a fee if we can safely treat you.
- Senior Center patrons, active duty military, and veterans of our armed forces are eligible for a discounted fee.

For Services Not Rendered At Kripalu Yoga Worcester:

A charge of \$25 plus mileage at the current IRS allowance per mile to and from your location plus the fee above applies to all services not rendered at Kripalu Yoga Worcester, 128 Providence St., Worcester MA 01604. Please call to make arrangements for a session at your location.

Payment:

On-line appointments and telephone appointments will require a valid credit card on file. You will be asked for credit card information at the time you make your appointment. Your credit card will not be charged until services are rendered.

Payment by Cash or Check:

Payment may be made by cash or check at the time of arrival to avoid charges to your credit card. Returned checks will not be redeposited. The fee and returned check fee will be charged to your credit card.

Payment through PayPal:

You may pay through PayPal at any time in advance of your appointment. Please tell me if you would prefer to pay through PayPal. You will receive a separate E-mail from me

allowing you to pay through PayPal.

Cancellation and Rescheduling:

You will not be charged for a cancellation 48 hours or more in advance. You may reschedule at the time of cancellation or at some other time. If we must cancel an appointment we will do so as much in advance as possible.

Late Cancellation:

You will be charged a \$30 partial fee for a late cancellation after 48 hours before your appointment .

Late and "No Show":

Please arrive on time for your appointment. If you will be late please call and advise of your arrival. More than 15 minutes late without notice is considered a "late and no show" will cause your appointment to be canceled you will be charged a \$30 partial fee.