



## COVID-19 Policy Statement

With reopening, changes to the usual appointment experience have been made. We are doing our best to maintain social distancing while in the work environment. The following is a detailed list of the changes we have made to comply with the requirements for safe operation. Please understand that these new policies have been set forth in accordance with the Nevada State Massage Board and in compliance with the CDC and OSHA. Intensive sanitization and disinfection measures are completed before and after each client has entered the establishment and treatment room. Log of these measures are visible on the bathroom door and treatment room door. Appointment availability has been affected.

Initialing each statement means that you understand and will adhere to the policy statement. If you need clarification, please ask. Thank you for your understanding and cooperation.

\_\_\_\_\_ Client must wait in the vehicle and text or call to verify arrival.

\_\_\_\_\_ If a Client arrives early, Client must remain in their vehicle until the appointment time.

\_\_\_\_\_ Client temperature must be taken and recorded by the therapist at vehicle, prior to entrance into this establishment, refusal will result in Client being asked to leave and Client will be charged FULL session rate. (Not eligible for refund.)

\_\_\_\_\_ COVID-19 Client Pre-Screening Questionnaire must be filled out by the client truthfully, refusal will result in Client being asked to leave and Client will be charged FULL session rate. (Not eligible for refund.)

\_\_\_\_\_ Clients presenting with cold or flu symptoms will be immediately asked to leave and advised to seek medical attention also resulting in FULL charge of session. (Not eligible for refund.)

\_\_\_\_\_ Client is the ONLY person allowed into the establishment. NO spouses, children, friends, relatives, or pets are permitted in the establishment.

\_\_\_\_\_ If a caregiver is necessary, they must either stay in the vehicle or be in the treatment room with the client wearing a mask and gloves.

\_\_\_\_\_ If a caregiver is necessary, the caregiver is also subject to the COVID-19 Client Pre-Screening Questionnaire and must have their temperature taken and recorded, as well as filling out a separate COVID-19 Policy Statement prior to entrance to establishment.

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\_\_\_\_\_ NO congregating nor loitering is allowed in the lobby area, the Client will be escorted by the therapist into the establishment and to the treatment room upon arrival as well as upon exit. If the restroom is needed at any time, please notify the therapist, and you will be escorted to the restroom. A new pair of gloves will be given upon re-entrance to the treatment room.

\_\_\_\_\_ Masks must be worn upon entering the establishment. Reusable or disposable masks are available for sale.

\_\_\_\_\_ Masks must be worn during the treatment session, except when face down on the treatment table. Pull the mask down to your chin or neck while face down.

\_\_\_\_\_ Hand sanitizer is made available, please use it before entering the room and again upon exit. Washing hands prior to entering and after exiting the room is also acceptable.

\_\_\_\_\_ Please DO NOT TOUCH ANYTHING in the room other than the table, chair, glass table top, and hooks for your clothing on the back of the treatment room door.

\_\_\_\_\_ Gloves are highly recommended and will be provided for you in the room. Please feel free to dispose of them as you leave the establishment. They may be disposed of in the restroom on the way out. If you have an allergy please notify the therapist immediately.

\_\_\_\_\_ Clothing must be hung on the hooks located on the back of the door. Clothing may not be placed on the chair, table, or any other surface in the room. Shoes must be placed under the chair.

\_\_\_\_\_ Appointments must be made at least 48 hrs. in advance. Please contact 702-501-3700 to schedule your appointment.

\_\_\_\_\_ Payment is due at time of SCHEDULING the appointment. Please call 702-501-3700 for making payment arrangements PRIOR to appointment. Please note there is a COVID-19 sanitization/disinfection charge of \$10 added to each session. If you have purchased a package, please be ready to pay this service charge at time of scheduling your appointment.

\_\_\_\_\_ Appointments may be rescheduled ONCE before an additional fee of \$25 will be assessed if done within 24 hrs. of the original appointment time.

\_\_\_\_\_ Cancellations made within 24 hrs. of appointment are entitled to FULL refund .

\_\_\_\_\_ Cancellations made within LESS than 24 hrs. will NOT be refunded, unless documentation of true emergency is provided. (Not eligible for refund without documentation.)

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\_\_\_\_\_ Clients arriving 15 minutes late will be charged FULL session rate. (Not eligible for refund.)

\_\_\_\_\_ Clients arriving 20 minutes late will be asked to leave and will be charged FULL session rate. (Not eligible for refund.)

\_\_\_\_\_ Package sessions must be signed off by Client at the beginning of each session.

\_\_\_\_\_ Personal Items are recommended to be left in the trunk of your vehicle. Please only bring the absolute minimum with you into the establishment and treatment room.

\_\_\_\_\_ Client should not eat heavy meals two hours prior to the session.

\_\_\_\_\_ Client must maintain personal hygiene for each appointment.

\_\_\_\_\_ Sexual Harassment is not tolerated, session will end immediately and client will be charged FULL session rate. (Not eligible for refund.)

\_\_\_\_\_ This is a non-smoking site and environment. Please DO NOT SMOKE within ten feet of the entrance to this establishment.

\_\_\_\_\_ Every fixture in the restroom and treatment room is sanitized and disinfected with EPA approved disinfectant before and after each client; including but not limited to pen, clipboard, light switch, outside door knob, inside door knob, faucet, faucet handles, toilet, toilet flush handle, light switches, table, chair, stool, glass top side table, clothing hooks, and the back of the door where clothing is hung, etc.

\_\_\_\_\_ Sanitized and disinfected dates, times, and by whom are logged and displayed on the inside bathroom door and in the treatment room

\_\_\_\_\_ MSDS Sheets are available upon request

\_\_\_\_\_ Clean sheets are unwrapped in front of clients at the beginning of the session and placed in a biohazard bag provided by the linen service after the session has ended.

\_\_\_\_\_ Client can expect to be contacted within 24 hrs. to reschedule if the therapist has any reason for not being able to make it to the session; cold or flu symptoms, high temperature, dry cough, fatigue, systemic muscle aches or pain, or for any other reason that may put the Client at risk. No rescheduling fees apply.

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\_\_\_\_\_ Clients can expect returned phone calls, text and/or emails within 24 hrs.

\_\_\_\_\_ Credentials are available upon request

\_\_\_\_\_ The Massage Therapist WILL NOT CURE, TREAT, DIAGNOSE OR PREVENT ANY ILLNESS

\_\_\_\_\_ Appointments are confirmed one day before the session

\_\_\_\_\_ Sessions are customized to meet the needs of the client

\_\_\_\_\_ All clients are respected and cared for equally

\_\_\_\_\_ Privacy and confidentiality is maintained at ALL times

\_\_\_\_\_ Clients will be educated on what to expect during each session

\_\_\_\_\_ Clients will understand the benefits, limitations, and contraindications of the session

\_\_\_\_\_ Homework may be assigned and is the Client's responsibility to do in order to facilitate and maintain results.

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