



## WELCOME

Thank you for choosing Massage Loft New England as your trusted Massage Therapy provider. I am proud to serve Southeastern MA & Rhode Island! I am committed to providing compassionate, holistic care to support the body's natural healing ability.

**Appointments & New Client Intake Form:** Before your appointment, please read over my practice policies and complete the new client intake form to bring with you to your appointment. Early clients will not be granted more time. Late Clients can expect to have their appointment shortened and pay the full fee for the service booked. If a client is late more than two times, the situation will be discussed with them and appropriate action taken.

**Cancellations and Rescheduling:** If you need to cancel your appointment, we require 24 hours notice prior to your scheduled appointment time. The client is responsible for contacting their therapist by phone or email in advance. Non-emergency cancellations/ no- shows with less than 24 hours notice will incur a full fee for the service scheduled. The client will be invoiced or card on file charged for their missed appointment and expected to pay in full.

**Allergies & Sensitivities:** I believe in treating the skin, the largest organ in the body, in the most natural way possible and strive to provide an allergy-free environment. Please refrain from smoking or putting perfume on right before your appointment. For most treatments, I use 100% organic unscented jojoba oil, unless otherwise discussed. Linens are sanitized and washed with hypoallergenic laundry soap. If you have specific allergies/sensitivities (or if a person in your household is allergic), please let me know prior to your appointment so that we can provide the safest, most effective treatment for you.

**State of Health & Medical Conditions – Massage Appointments:** Please let me know if you have any current health concerns, skin conditions, medical conditions, and/or recent surgeries prior to your appointment, as it may be contraindicated to receive massage therapy at this time and we may need to reschedule for when you have recovered. In the case of a sudden illness, (cough/cold, virus, fever, etc.) within 24-72 hours of your appointment, please contact me directly so we can reschedule your appointment. My direct line is (603) 903-3633, please leave a brief message with your name, the best number to reach you and I will get back to you as soon as I can. If you are unable to call you may email me at [info@massageloftne.com](mailto:info@massageloftne.com). Normally, I am able to return messages within the same day or next day within business hours unless otherwise noted.