



**WELLNESS PROGRAM
CLIENT POLICY NOTIFICATION FORM
(updated 1/18)**

Thank you for choosing VCU Recreational Sports for your massage therapy needs. To ensure the best possible environment for clients and massage therapists, we have implemented the following policies. These policies will be upheld at all times and will not be deviated from.

Reschedule Policy:

If you must reschedule your massage appointment, it must be done so 24 hours in advance of the appointment. A reschedule request must be submitted on our Reschedule Request Form or email sent to massage@vcu.edu 24 hours prior to the appointment. If your request is made 24 hours or less of the appointment, appointment will be forfeited and there will be no refund issued. To reschedule your massage fill out the Reschedule Request form located on our website.

No-Show Policy:

If you miss your appointment for any reason, you will have forfeited that appointment and not be issued a refund. There cannot be a transfer for another appointment made. If you still wish to receive a massage, a separate appointment will need to be made and another fee will have to be paid.

Late Arrival Policy:

We suggest that you arrive 10-15 minutes prior to your appointment to allow time to sign in, fill out any necessary forms and relax before your massage session. If you arrive late, you will not be allotted more time in order to sign in or fill out any necessary forms and will only receive a massage for the remainder of the time you have booked.

Refund Policy:

Refunds will be considered on a case by case basis for medical reasons and need to be requested in writing to the Wellness Coordinator at least 72 hours in advance of the appointment.

Inappropriate Behavior Policy:

Massage Therapy is for relaxation and therapeutic purposes only. Under no circumstance will any kind of gesture, joke, comment, conversation or request otherwise will be tolerated. In the event of this, your session will be immediately ended alongside the denial of further massage therapy sessions in the future. You will be held to VCU standards, the Honor Code and all other VCU and VCU Recreational Sports policies and procedures and will be reported for any violations of this. In addition, you may be reported to local authorities if deemed necessary. Please treat your massage therapist kindly and respectfully.