



New Client General Information

Client Name: _____ DOB: _____ Occupation: _____

Street: _____ Town: _____ State: _____ Zip: _____

Phone: _____ Email: _____

How would you like to receive appointment confirmations? Email Text/SMS Both Check
here if you do not want to be added to our mailing list.

Emergency contact: _____ Phone: _____

Referred by: _____ Phone: _____

Were you referred by another healthcare provider or will you be seeking reimbursement from an insurance
company? Yes No

Company Policies

Cancellation Policy: All appointments are carefully timed. To avoid paying for missed appointments, a cancellation notice of 24 hours is required for all clients. Exceptions may be made to this policy for emergency situations; please speak with the Office Manager to discuss your situation. Please note that work conflicts are not considered emergencies.

- **Late arrivals:** Clients will receive the time remaining on their scheduled service and will be charged for the 100% of their scheduled appointment, regardless of actual length of service received. Clients that opt to reschedule instead of receiving a shortened service will be charged as a late cancellation.
- **Missed Appointment:** Clients will be charged 100% of their scheduled appointment fee if they show up sick or are "No-Call, No-Show."
- **Late Cancellation:** Clients will be charged 50% of their scheduled appointment fee if they cancel or reschedule with less than 24 hours notice.

Inappropriate Behavior: Any illicit or sexually suggestive remarks or advances made by me will result in immediate termination of the session and I will be liable for payment of the scheduled appointment.

Refund Policy:

- All refunds will be issued by check to the original purchaser; no exceptions.
- No refunds will be issued once a service has been provided.
- Refunds of a series or package will be prorated to the full service rate before a refund is issued for remaining balance.
- Retail items may be returned unused within 30 days for a full refund; receipt required.
- Refunds of cancellation fees or missed appointment fees require manager approval.

Outstanding Balance Policy: All fees and/or unpaid services must be paid in full prior to scheduling future services. For balances related to insurance billing, a payment plan may be implemented while continuing to complete the massage prescription. Payment plans will be set up on a case-by-case basis with the client's budget in mind.

Client Termination Policy: At Oasis Massage, we are committed to providing a safe, respectful, and professional environment for all our clients and staff. While we value every client relationship, client termination may occur in the following instances: Inappropriate Behavior, Non-Payment, Failure to Disclose Relevant Medical Information, Frequent No-Shows or Cancellations, and/or Failure to Comply with Policies.

I acknowledge and agree to the above policies.

Client Signature: _____

Date: _____