

I Kneaded That
309.645.7882

Policy Statement

Your massage session is designed to create a time for serenity and healing. The following policies ensure understanding of the conditions needed to support a therapeutic massage session.

First time clients: Appointments with first time clients include a 10-minute information session, followed by the full scheduled massage session. The information gathered will allow for the massage treatment to be tailored to the client's specific health and wellness needs.

Payment: Payment is due at the time of service, unless other arrangements have been made prior to treatment. Cash, check, Venmo, and Cash App are the accepted methods of payment. If a session's duration is extended with the client's consent, a fee may be charged for the extra time.

Lateness/Cancellation: It is recommended that clients arrive 10 minutes prior to their scheduled appointment start time. Sessions will begin and end on the agreed upon time. Arriving late will reduce the duration of the session, but will not alter the fee. Missed appointments or appointments that are cancelled/rescheduled with less than 24 hours notice will be billed in full. Please make every effort to keep your scheduled appointments as this time has been specifically allotted for you. Please notify me if you are running late or if you need to cancel or reschedule an appointment.

Illness/Injury: If you or someone in your house is ill, please call to reschedule your appointment. If you are recovering from an injury, please call to discuss the advisability of receiving a massage. It may be inadvisable to perform a massage at certain times or with certain conditions, or treatment may need to be modified accordingly. Please wait at least two weeks after receiving any immunizations, including influenza, shingles, or covid-19, before coming to a massage appointment.

Special requests: It is requested that cell phones please be silenced during treatment sessions. It is also requested that clients please refrain from wearing perfumes, colognes, or any other scented sprays or lotions to treatment sessions. These requests are made with the intention of maintaining a peaceful and inviting environment for you, me, and other clients. Thank you in advance for your consideration and cooperation.