

Terms & Conditions - REFICIO RECOVERY – GENERAL POLICIES

CANCELLATION POLICY:

We enforce a 24-hour Cancellation Policy.

If you are unable to attend, someone else can take your place, but refunds are not provided.

Cancellations within 24 hours and “NO SHOWS” will result in a 100% charge of the reserved service amount. Failure to remit the fee will prevent new reservations.

If Reficio Recovery cancels your reservation, you can choose to rebook.

GIFT CERTIFICATES:

Using our Certificates implies acceptance of the terms and conditions.

Certificates cannot be combined with other offers, discounts, or packages.

Non-redeemable for cash and non-refundable.

Must be used in a single visit.

One Certificate per treatment.

Only redeemable for services.

Transferable to another person and can be upgraded.

No shows or cancellations within 24 hours consider the certificate redeemed and invalid.

Reficio Recovery is not responsible for lost, stolen, or damaged certificates.

Gift certificates must be used within their validity.

LATENESS POLICY:

Please arrive on time; late arrivals may result in a shortened session.

SANITATION AND HYGIENE:

Therapists will wash hands and forearms before and after each massage.

Clients must come clean to the massage therapy appointment and inform the therapist of any skin breaks.

SCOPE OF PRACTICE:

Therapeutic massage aims for health enhancement and balance, not to diagnose or treat specific conditions without physician permission. Massage therapists don't diagnose or prescribe for body dysfunctions; they stimulate the body's restorative processes.

RESPECT OF CLIENT'S & THERAPISTS BOUNDARIES:

Inappropriate behavior/contact is not tolerated.

Sexual interaction or discussion is never appropriate.

Any attempt at sexual solicitation results in session termination, full charge, and possible police involvement.

Clients are modestly draped, and breast/genital areas are never massaged.

EXISTING AND NEW MEDICAL CONDITIONS:

Clients must inform the therapist of current medical treatments and obtain written permission to continue massage.

Clients must update therapists on any changes in health conditions.

Your massage therapists at Reficio Recovery adhere to these standards.