

# Full Throttle Massage, Inc.

## Office Policies

### Appointment Schedule

- 1) Appointments are taken by phone and/or in person.
- 2) Appointments are scheduled on a first come, first served basis.
- 3) Walk-in appointments are available, wait times will vary.
- 4) You may request a specific therapist at the time you schedule your appointment.
- 5) If you have no therapist preference (ex: male or female) you will be scheduled with the next available therapist.

### Appointment Times

- 1) We will do everything possible to schedule your appointment at a time that is most convenient for you.
- 2) Please arrive 10 minutes before your scheduled appointment time to complete or update the required paper work.
- 3) You have the option to fill out the required paper prior to your appointment. You will find a complete list of forms on our web site at:  
[http://www.fullthrottlemassage.com/massage\\_forms.html](http://www.fullthrottlemassage.com/massage_forms.html)

### **Late Arrivals**

If you are late for your appointment, we will do everything possible to still keep your appointment. Your massage may be shorter than requested if you are more than ten minutes late.

### **Re-scheduling, Cancellations and No-Shows**

- 1) We require a **minimum 24 hour notice** if you need to cancel or re-schedule your appointment.
  - A) If you fail to show for your appointment, or **cancel with less than 24 hours notice** you will:
    - i. Forfeit any deposits made.
    - ii. If a gift certificate was to be used, half of the value will be deducted from the gift certificate. You will be responsible for paying the difference on your next visit. The second no-show or cancellation on a gift certificate will result in the gift certificate being voided completely.
    - iii. Prepaid packages: The time allotted for the appointment will be deducted from the package.
- 2) If you are a "No-Show" for your appointment you will not be allowed to schedule another appointment without prepaying in full for your appointment.

### Payment Options

We accept cash, personal checks, Visa, and Master Card.

### Draping Policies

Full Throttle Massage, Inc. abides by all the draping policies set forth in the Rules of Tennessee Massage Licensure Board, Chapter 0870-1-.02 (Part 3- Draping).  
<http://www.state.tn.us/sos/rules/0870/0870-01.pdf>

### Privacy Policies

We are dedicated to providing top-quality service. Protecting your privacy is paramount and we have implemented procedures to safeguard the information included in your files. We have installed a firewall on our computer, computerized files can only be accessed with a password, and all paperwork is kept in a locking file cabinet.

No personal health information (PHI) will be disclosed without written/ signed consent, by you, granting permission to disclose your personal health information. We may use or disclose your PHI when required by law.