

#### CANCELLATION POLICY:

We understand that life happens and you may need to reschedule or cancel your appointment, and we appreciate your understanding that booking an appointment is a reservation for, and a commitment to, a therapist's time.

**48-Hour Cancellation-** We require 48 hours notice for non-emergency situations so that someone else may schedule into your time slot. You will be charged 50% of the full session rate for a cancellation or reschedule within the 48-hour window.

**24-Hour Cancellation-** You will be charged the full session rate for a cancellation, reschedule, or no-show within the 24-hour window.

#### FACILITIES:

Mountain Air Massage operates out of Earth Sea Acupuncture, in the back suite at 87 South Main Street in Waterbury, VT. Please note that there are several treatment rooms which may be in use at any time and be respectful in terms of noise when entering the building.

**PARKING:** Please park in the back lot, behind the C.C. Warren House, and to the left of the Carriage House. Please use the side door of the Carriage House. Please note that the front parking lot is for the main house, and we ask you to drive through that to the back lot.

**ADA INFORMATION:** Our treatment room is on the ground level, and there is a ramp available at the front door. You will be able to access the back suite using this door.

#### COVID & ILLNESS PROTOCOLS:

Masks are optional. You may ask the therapist to wear a mask if that is your preference. Please reschedule your appointment if you are not feeling well or have any covid, cold, or flu symptoms. Please note that the therapist may use a mask at any time, but will not perform massage if they themselves have any symptoms.

#### ZERO TOLERANCE:

All massage sessions performed by professional therapists are completely non-sexual in nature. We have a ZERO-TOLERANCE POLICY FOR SEXUAL MISCONDUCT. If this is violated, the session will be terminated immediately with full payment due.