

### **Cancellations**

Students need to satisfy a certain number of service hours for their clinic requirements, and in most cases, they must make a special trip to the school for your appointment. It is very important that you show up for your appointment on time. If you cannot keep the appointment, please call the clinic line at 757-873-3900 at least 24 hours in advance.

### **Late Arrivals**

We hold appointments for 15 minutes past the scheduled time, and then your scheduled appointment may be given to another client. If you arrive late, your service may have to be shortened or rescheduled all together. If you can call, we will make every attempt to hold the session for you.

### **What To Expect**

The clinic is designed for students to practice their service skills and professionalism on the public. Please keep the following in mind:

Please arrive 15 minutes prior to your appointment time to complete paperwork, pay for your appointment, set up future appointments and restroom visits. We accept cash, checks, Visa, MasterCard, American Express and Discover as payment options. If you would like to use a Gift Certificate, you must present it at your time of check-in.

You will have a brief discussion with your student practitioner or therapist before and after your service. The pre-session interview will cover any questions about your current or past health. The post session will allow you to give feedback to your student practitioner or therapist personally and/or via a Student Evaluation form, in which we would like your constructive criticism of your service experience. All forms are viewed by the student and their instructor will review procedures with the student when necessary.

For some medical conditions, we will require written consent from a physician before you can participate. For your safety, tell us about all medical conditions including pregnancy. Your information will be kept confidential.

Keep in mind that the primary goal of the session is for the student to practice new techniques and skills, however, your student practitioner or therapist will try to be sensitive to your specific requests.

Since this is a clinic setting we try to make your visit as peaceful and calming an atmosphere as possible. The clinic treatment rooms are nearby so please keep your voice low. All cell phones, pagers and any other electronic devices must be silenced while you are in the clinic.

You will be draped at all times with a top sheet and also a blanket if needed. Only the areas of the body that are being massaged, cleansed or waxed will be exposed (no exceptions). Some student practitioners or therapists use heated pads on their table so if you are sensitive to heat, please let them know.

We recommend that you shower and refrain from smoking prior to your session. Please do not eat two hours prior to your session if you are receiving a massage, facial or waxing that requires you to lie down.

Students need experience working with a variety of clients, so we limit the number of times you can work with a particular student to three (3) sessions. After the 3 sessions, your service will not count towards their requirements but they will be marked as extra services for the student.

The clinic services are supervised by a nationally certified and State Board of Nursing Certified Massage Therapist and/or a Licensed Esthetician Instructor who supports students and clients.

If you have any questions, please give us a call at 757-873-3900. Thank You.