

Arbor Student Massage Clinic

TERMS OF SERVICE

We believe that to best serve our guests, communication is essential. By receiving student massage services at Arbor Student Clinic, you agree to the following terms of service:

- All Student Massage sessions are offered at a discounted rate of \$35.00. Enhancements cannot be added to Student Massages. Guests are expected to complete a brief student evaluation each session.
- All Student Massage sessions are 50-minutes long and begin on the hour. If you are late, time will be deducted from your sessions. Guests that are more than 10-minutes late will not be seen and are responsible for the total cost of the massage. Student Massage sessions are available by appointment only. Always arrive 10-15-minutes before your massage appointment. All sessions begin on the hour and end on time.
- You may only schedule one 50-minute Student Massage appointment per guest per day.
- Payment for all Student Massage services is expected before the service is received. We accept cash, checks, major credit cards, and gift certificates issued by the Bolden Group, Inc. All sales are final. Payments are not refundable in whole or in proration, under any circumstances, nor does the company offer a money-back guarantee. By receiving Student Massage services, you recognize and agree that you shall not be entitled to a refund for any service under any circumstance.
- Guests of the Student Massage clinic may not be under the influence of any chemical substance (alcohol or illicit drugs) not prescribed by a physician. Please notify your Student Massage Therapist if you are on prescription pain management medications.
- We do allow guests to book sequential appointments with Student Massage Therapists. However, due to the educational nature of our student massage clinic, we cannot guarantee these appointments. If your student therapist has completed their requirements for the Student Massage clinic, we will make every effort possible to help you keep your appointment, provided another Student Massage Therapist is available.
- Student Massage Therapists are not allowed to perform prenatal massage as it requires advanced skills and training, which isn't included as part of our entry-level program.
- Student Massage Therapists cannot use elbows or forearms to increase pressure.
- Student Massage Therapists are not allowed to perform Range of Motion or Stretching Maneuvers on guests.
- Student Massage Therapists may not use lubricants (lotions, oils, or gels) brought in by Guests.

- Student Massage Therapists are not allowed to use essential oil or CBD oil products.
- No food or beverages are permitted in the clinic. Cell phones and other electronic devices must be turned off during the massage.
- Student Massage Therapists do not diagnose illness, disease, physical or mental disorder, do not perform spinal manipulations, or prescribe pharmaceuticals.
- Massage in our clinic should not be considered a substitute for medical care by a healthcare provider.
- Student Massage Therapists are only allowed to perform modalities and techniques for which they have been trained.
- A Student Clinic Coordinator will enter the room for a few minutes to observe the session as part of the learning process.
- Guests in the Student Massage clinic must be at least 18-years old.
- By receiving services as a guest of Arbor's Student Massage Clinic, you are required to maintain an active telephone number and email account with the clinic at all times.
- Requests for male or female Student Massage Therapists are not guaranteed.
- We reserve the right to refuse service to any customer for violating our terms of service or for any other reason deemed appropriate by management.
- Inappropriate conduct such as suggestive comments and sexual innuendo, physically touching a Student Massage Therapist, or other inappropriate behavior will result in the immediate termination of the massage session and the guest being permanently ineligible for future services.
- Student Massage Therapists are under an ethical obligation not to fraternize with guests of the Arbor Student Massage clinic outside of the clinic, including social media.
- Our Student Massage clinic is a teaching environment. A Student Massage Therapist may be absent from time to time, causing your session to be canceled. The school does not guarantee you an appointment.

If you have questions, please contact
PAUL JUSTICE, STUDENT CLINIC MANAGER
by calling (865) 450-3330 or by email at
student.clinic@arborcollege.com