

The Reset Protocol LLC
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This document outlines the policies, procedures, and professional standards for all massage therapy services provided by The Reset Protocol LLC and Alexandra Akers, LMT. These guidelines are designed to ensure a safe, ethical, and professional therapeutic environment for every client.

General Policies & Client Guidelines

- All massage sessions are strictly professional and therapeutic in nature.
- Clients are expected to arrive clean and on time for their scheduled appointments.
- New clients must complete an intake form before their first session.
- All information shared during sessions is confidential and protected by HIPAA standards.
- Clients should inform the therapist of any changes in health status, medications, or injuries.
- The therapist reserves the right to terminate a session immediately if the client's behavior is inappropriate, unsafe, or in violation of professional boundaries.

Sexual Harassment & Professional Boundaries Policy

The Reset Protocol LLC maintains a zero-tolerance policy toward any form of sexual harassment, misconduct, or suggestive behavior. Any inappropriate actions, comments, or advances will result in immediate termination of the session, full payment of the session fee, and permanent termination of services. Likewise, the therapist is committed to maintaining the highest professional boundaries at all times.

Deposit Policy

A deposit may be required for certain appointments, especially mobile services or new clients. Deposits are applied toward the total session cost and are non-refundable within 24 hours of the scheduled appointment time unless rescheduled with adequate notice.

Gift Card Policy

Gift cards are available for purchase and are valid for five (5) years from the date of issue in accordance with Michigan state law. Gift cards are non-refundable and cannot be redeemed for cash. Lost or stolen gift cards cannot be replaced.

No-Show Policy

A "no-show" occurs when a client fails to attend their appointment without prior notice. Clients who do not show up for their appointment will be charged the full session fee. Repeated no-shows may result in refusal of future services.

Late Cancellation Policy

Appointments canceled or rescheduled with less than 24 hours' notice are subject to a late cancellation fee equal to 50% of the scheduled service cost. Emergencies are considered on a case-by-case basis at the therapist's discretion.

Professional Conduct & Hygiene

- Both client and therapist are expected to maintain appropriate personal hygiene.
- Clients must wear appropriate clothing and use provided draping during sessions.
- Therapist will ensure clean linens, sanitized equipment, and a safe environment for every session.
- The treatment space will remain a professional and judgment-free environment at all times.

Code of Ethics

The Reset Protocol LLC upholds the following ethical principles:

- To respect the dignity, confidentiality, and rights of every client.
- To provide only professional, therapeutic services within the therapist's scope of practice.
- To maintain continuing education and professional growth.
- To refrain from diagnosing, prescribing, or claiming to treat medical conditions.

Client Acknowledgment

I have read and understand the above policies for The Reset Protocol LLC and agree to comply with all guidelines. I understand that massage therapy is not a substitute for medical care and that I will communicate openly with my therapist about my comfort, preferences, and health status.

Client Name: _____ Date: _____

Client Signature: _____