

EverLife Functional Wellness Center

Client Handbook, Informed Consent & Practice Policies

Professional Practice Policies • Client Rights • Informed Consent

Client Handbook, Informed Consent & Practice Policies

Part 1

Welcome to EverLife Functional Wellness Center

Thank you for choosing EverLife Functional Wellness Center. Our mission is to provide individualized, evidence-informed massage therapy and functional wellness services in a safe, welcoming, respectful, and professional environment. Every treatment is tailored to your goals, health history, lifestyle, and comfort level. Whether your objective is pain relief, stress reduction, improved mobility, athletic recovery, or self-care, your treatment is designed around your individual needs. My commitment is to provide ethical, compassionate, client-centered care while respecting your comfort, dignity, privacy, and personal wellness goals.

What to Expect During Your Visit

Your first appointment begins with a confidential consultation to review your health history, medications, surgeries, injuries, wellness goals, and any medical conditions that may affect treatment. Returning visits include a review of any changes since your previous appointment. Professional draping is maintained at all times, and only the area being treated will be uncovered. You are encouraged to communicate regarding pressure, positioning, temperature, comfort, draping, and treatment preferences. You may request modifications or discontinue treatment at any time. After your session, self-care recommendations such as hydration, stretching, activity modification, or home care strategies may be discussed.

The Therapeutic Relationship

Massage therapy is a collaborative therapeutic relationship built on communication, mutual respect, professionalism, trust, and informed decision-making. Clients are encouraged to communicate honestly regarding symptoms, health changes, treatment preferences, and comfort throughout every session. Recommendations are educational and intended to support informed healthcare decisions. Clients remain responsible for their own healthcare decisions and are encouraged to consult appropriate healthcare providers whenever necessary.

Informed Consent

By choosing to receive services at EverLife, you acknowledge that your participation is voluntary, you have had the opportunity to ask questions, your questions have been answered to your satisfaction, you understand the nature and purpose of the services being provided, **no guarantee of specific results** can be made, massage therapy is **not a substitute for appropriate medical evaluation or treatment**, and you may **decline any technique** or **withdraw your consent at any time**. **Consent is an ongoing process** and your preferences will be respected throughout each visit.

Potential Benefits

- Relaxation and stress management
- Temporary relief of muscular discomfort and tension

- Improved flexibility and mobility
- Recovery from physical activity
- Improved circulation
- Improved body awareness
- Support for healthy movement patterns
- General wellness and quality of life

Potential Risks & Limitations

Although uncommon, massage therapy may result in temporary soreness, bruising, fatigue, dizziness, headache, skin irritation, emotional release, temporary aggravation of pre-existing conditions, or sensitivity following treatment. Serious adverse events are uncommon but may occur. Clients should report unexpected or concerning symptoms promptly. Certain medical conditions may require treatment modification, postponement, or medical clearance before services can safely be provided.

Scope of Practice

EverLife provides massage therapy and wellness services intended to support relaxation, recovery, functional movement, and overall well-being. Services are provided only within the practitioner's education, training, certifications, experience, and legal scope of practice. EverLife **does not diagnose medical conditions**, prescribe medications, perform physical therapy, or replace the care of licensed healthcare professionals. Medical referral may be recommended when appropriate. By receiving services, you acknowledge that you have read and understood this section and voluntarily consent to receive services.

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Part 2

Professional Ethics & Standards of Care

EverLife is committed to providing ethical, evidence-informed, client-centered care with honesty, integrity, compassion, confidentiality, respect, and professional competence. Care is delivered without discrimination and within the practitioner's legal scope of practice. When a client's needs extend beyond that scope, appropriate referral to another qualified healthcare provider may be recommended to promote safe, coordinated care.

Client Responsibilities

Clients are responsible for providing **complete and accurate health information**, including changes in medications, pregnancy, surgeries, implanted devices, allergies, injuries, hospitalizations, and medical conditions. Clients should **immediately report any discomfort** during treatment so appropriate modifications can be made. Failure to disclose relevant medical information may increase treatment risks.

Medical Conditions Requiring Additional Consideration

- Depending on your health history, treatment may require modification, postponement, or **written medical clearance** before services can be provided.
- Recent surgery or acute injury
- Deep vein thrombosis (DVT) or suspected blood clot
- Unexplained swelling
- Fever or active infection
- Uncontrolled blood pressure or cardiac conditions
- Open wounds, burns, or contagious skin conditions
- Pregnancy complications or high-risk pregnancy
- Any condition your practitioner believes requires additional medical evaluation

Personal Hygiene & Fragrance-Free Environment

To help provide a safe and comfortable experience for everyone, clients should arrive reasonably clean and wearing freshly laundered clothing. Please avoid perfumes, colognes, body sprays, heavily scented lotions, essential oils, scent beads, strongly scented detergents, and fabric softeners whenever possible. These products may trigger allergies, asthma, migraines, COPD, and fragrance sensitivities in other clients and staff.

Illness & Infection Prevention

If you have a fever, vomiting, diarrhea, influenza, COVID-19, conjunctivitis, lice, shingles, or another contagious illness, please contact EverLife to reschedule your appointment. Treatment may also be postponed if you have a contagious skin condition or any illness that could place others at risk. This policy helps protect the health of all clients and staff.

Professional Boundaries

Professional boundaries are essential to maintaining a safe therapeutic environment.

Professional draping will always be maintained, and only the area being treated will be uncovered. Conversations and interactions are expected to remain respectful and appropriate. Any concerns regarding treatment, comfort, or boundaries should be communicated immediately.

Client Code of Conduct

Clients are expected to conduct themselves in a respectful, courteous, and professional manner. Harassment, threats, discrimination, intimidation, verbal abuse, sexual comments, inappropriate touching, intentional exposure, intoxication, illegal drug use, smoking or vaping in the facility, possession of weapons where prohibited, or unauthorized photography or recording are **not permitted**.

Right to Refuse or Discontinue Services

EverLife reserves the right to refuse or discontinue services when treatment is unsafe, contraindicated, outside the practitioner's scope of practice, or when professional boundaries or clinic policies are violated. If a session is terminated due to a client policy violation, the **full scheduled appointment fee** remains the client's responsibility, and **future appointments may be declined**.

CLIENT HANDBOOK, INFORMED CONSENT & PRACTICE POLICIES

PART 3 — SCHEDULING & FINANCIAL POLICIES

Scheduling & Appointment Reservations

Appointments are reserved exclusively for each client. A **50% deposit** is required at the time of booking unless a different written term applies to a specific membership, package, promotion, or service. The deposit is credited toward the scheduled service balance. An appointment is not considered confirmed until all required booking information and payment authorization have been received.

Clients are responsible for reviewing the appointment date, time, service, location, and practitioner shown in the confirmation. Automated reminders are a courtesy and are not a substitute for the client's responsibility to attend or cancel on time.

Cancellation, Rescheduling & No-Show Policy

The following notice periods are measured in business hours. EverLife's posted business days and hours determine the applicable deadline; weekends, holidays, and hours when the business is closed are not counted unless EverLife states otherwise in writing.

- **More than 48 business hours** before the appointment: the deposit will be refunded to the original payment method.
- **Between 24 and 48 business hours** before the appointment: the deposit becomes **non-refundable** but may, at EverLife's discretion, be **transferred one time** to a replacement appointment that is selected at the time of cancellation.
- **Less than 24 business hours, same-day cancellation, or failure to attend:** the client may be charged **up to 100% of the scheduled service fee**, including any deposit already paid.

A transferred deposit may not be repeatedly moved, converted to cash, or applied to a different person unless EverLife approves the change in writing. Exceptions for documented illness, hazardous weather, emergencies, or other extraordinary circumstances may be considered individually but are not guaranteed.

Late Arrivals

Clients should arrive with enough time to begin the session as scheduled. A late arrival may require the session to be shortened so the next client is not delayed. The **full scheduled appointment fee** may still apply. If the remaining time is insufficient to provide the service safely or effectively, EverLife may treat the appointment as a late cancellation.

Cancellations or Changes by EverLife

When EverLife must cancel an appointment, the client may choose either a full refund of the amount paid or transfer of the payment to a new appointment. When EverLife cancels on the same day, the client will also receive a **10% courtesy discount** toward the rescheduled appointment. This courtesy discount applies to the replacement appointment only, is not

redeemable for cash, and may not be combined with another discount unless EverLife approves it.

EverLife is not responsible for indirect expenses or losses resulting from a cancellation, including travel, childcare, missed work, or other incidental costs, except where applicable law requires otherwise.

Payment & Financial Responsibility

Payment of the remaining balance is due at the time services are provided unless another written arrangement has been approved. EverLife may accept cash, debit cards, credit cards, gift certificates, or other methods displayed at checkout. Clients are financially responsible for all services, deposits, cancellation charges, add-ons, products, and other amounts they authorize or incur under these policies.

Any card-processing surcharge or convenience fee will be disclosed before payment and imposed only when permitted by applicable law and the payment processor or card-network rules. Taxes, when legally required, will be added to the purchase price.

A client who disputes a charge should contact EverLife promptly so the matter can be reviewed. Filing a payment dispute **does not automatically cancel a valid financial obligation**. EverLife may suspend future booking privileges while an unpaid or disputed balance remains unresolved.

Refunds, Credits & Completed Services

Fees for services already provided are generally **non-refundable**. Dissatisfaction with a subjective outcome does not by itself establish entitlement to a refund because individual responses and results cannot be guaranteed. Clients should communicate concerns promptly so they can be reviewed in good faith.

If a session is ended because the client violates safety, conduct, boundary, or other practice policies, the appointment will be treated as completed and the **full scheduled fee** will remain due; **no refund or credit will be issued**.

Approved credits have no cash value, are non-transferable unless stated otherwise, and must be used within any written validity period, subject to applicable law.

Memberships, Packages, Promotions & Discounts

Memberships, packages, founder offers, referral rewards, and promotional discounts are governed by the specific written terms presented at purchase. Those terms may address eligibility, required pre-booking, deposits, transferability, redemption periods, referral limits, upgrades, and discount stacking. The offer-specific written terms control if they conflict with a general statement in this handbook.

Unless expressly allowed, **discounts may not be combined**, redeemed for cash, applied retroactively, or transferred. Unused services and payments are handled according to the applicable written agreement and governing law.

Gift Certificates

Gift certificates are subject to the terms disclosed at purchase and applicable federal and state law. EverLife will not impose an expiration period shorter than legally permitted. Gift certificates are not redeemable for cash except where required by law, and the holder is responsible for protecting certificate numbers or access credentials from unauthorized use.

Authorization & Acknowledgment

By booking or receiving services, the client confirms that the pricing and applicable policies were available for review, authorizes charges permitted by these policies, and accepts responsibility for amounts properly due. Nothing in this handbook waives rights or obligations that cannot legally be waived. EverLife may update its policies prospectively and will provide notice when a new acknowledgment is reasonably required.

Client Handbook, Informed Consent & Practice Policies

Part 4

Privacy & Confidentiality

EverLife maintains confidential client records and uses personal information only for treatment, scheduling, billing, business operations, and other purposes permitted or required by law. Reasonable safeguards are used to protect your information; however, no system can guarantee absolute security. Records are retained in accordance with applicable legal and professional requirements.

Electronic Communication

Email, text messaging, voicemail, and online scheduling are intended for routine communication only. They should not be used for medical emergencies. Electronic communications may not be completely secure and response times may vary.

Educational Disclaimer

Educational information, home exercises, stretching, mobility instruction, ergonomic guidance, and wellness recommendations are provided for general educational purposes only. They are not individualized medical treatment, physical therapy, or medical advice and should not replace evaluation by an appropriate healthcare professional.

Minors

Clients **under 18 years of age** require **parent or legal guardian consent**. A parent or legal guardian must comply with EverLife's minor policies and may stop treatment at any time.

Accessibility & Personal Property

EverLife strives to provide a welcoming and accessible environment. Please notify the office in advance if reasonable accommodations may assist your visit. Clients are responsible for their personal belongings; EverLife is **not responsible for lost, stolen, or damaged items**.

Photography & Recording

To protect privacy and maintain a professional environment, **audio, video, or photography is prohibited** without prior permission.

Policy Updates

Policies may be revised periodically to reflect changes in laws, regulations, or business practices. The most current version of EverLife's policies applies to future appointments.

Our Promise to You

At EverLife Functional Wellness Center, we are committed to providing compassionate, evidence-informed, client-centered care in an environment built on trust, professionalism, and respect. Every client is treated as an individual, every session is guided by your goals and

comfort, and every interaction reflects our mission of helping you move better, feel better, and live better.

Client Acknowledgment & Consent

I acknowledge that I have read and understand the EverLife Functional Wellness Center Client Handbook, Informed Consent, and Practice Policies. I have had the opportunity to ask questions, understand the benefits and potential risks of massage therapy, understand my rights and responsibilities, voluntarily consent to receive services, and agree to comply with EverLife's policies. I understand these policies are intended to promote a safe, respectful, and professional therapeutic environment.

Client Name (Printed): _____

Client Signature: _____

Date: _____

Parent/Guardian (if applicable): _____

Relationship to Minor: _____

Thank you for choosing EverLife Functional Wellness Center.

We appreciate the opportunity to be part of your wellness journey.

EverLife Functional Wellness Center

Additional Legal Policies & Client Acknowledgments

Limits of Confidentiality

Client information is treated as confidential; however, EverLife may disclose information when required or permitted by applicable law, court order, legal process, public health requirements, or when necessary to protect the health or safety of the client or others.

Ongoing Consent

Consent is an ongoing process. You may ask questions, request modifications, refuse any technique, or withdraw consent at any time. Withdrawal of consent may result in modification or discontinuation of treatment.

Medical Information & Records

Clients are responsible for providing accurate and current health information and for notifying EverLife of changes in medications, diagnoses, surgeries, pregnancy, injuries, allergies, or other significant health changes. Treatment records are maintained in accordance with applicable legal and professional requirements.

Emergency Authorization

If a **medical emergency** reasonably appears to exist during your visit, EverLife may contact emergency medical services and, when appropriate, your listed emergency contact.

Minors & Authorized Representatives

A parent, legal guardian, or other legally authorized representative must provide consent for clients who cannot legally consent for themselves. Additional signatures may be required when applicable.

Non-Discrimination & Accessibility

EverLife strives to provide services fairly and respectfully and to offer reasonable accommodations when appropriate and feasible. Clients are encouraged to discuss accommodation needs before their appointment.

Service Animals

Service animals assisting individuals with disabilities are welcome in accordance with applicable law. Pets and emotional support animals may be subject to different policies.

Electronic Signatures

Electronic signatures and electronic acknowledgment of forms may be accepted where permitted by law and will be treated as having the same effect as handwritten signatures.

Severability & Policy Exceptions

If any provision of these policies is determined to be unenforceable, the remaining provisions remain in effect. A one-time exception to a policy does not waive EverLife's right to enforce that policy in the future.

Complete Handbook Acknowledgment

By signing below, I acknowledge that I have received and reviewed all sections of the EverLife Functional Wellness Center Client Handbook, Informed Consent, and Practice Policies, have had an opportunity to ask questions, and voluntarily agree to these policies before receiving services.

Client Initials: _____

Client Signature: _____

Date: _____