**Welcome to North Star**

**Before you come for your first appointment there are a few office policies and procedures that may be helpful to know in advance.**

**Appointment Time and Arrival**

Your appointment time is the time you are expected to arrive. We will spend approximately 5-10 minutes prior to your session going over your goals and tailoring a session to meet your needs. After your session we will spend another 5 minutes or so reviewing your sessions and giving you some self care tips if appropriate.

Due to COVID-19, I am temporarily limiting the number of daily appointments. Our health and safety is of the utmost importance. I will be leaving 30 minutes in between appointment to clean and sanitize the massage office and prevent additional contact with people. If you should arrive and there is another car in the driveway (other than my white Subaru) please wait in your car until I signal that the room is ready for you.

I am requesting that clients wear face coverings when they arrive for their appointments and wear them during the session. You may bring your own face covering or I can provide one for you. You will be wearing it throughout the session and we will evaluate your comfort during the prone positioning part of the massage. The mask protocol is consistent with the CDC’s recommendation to the general public advising them to wear a cloth face coverying whenever they must leave their home. Prior to your massage you will be asked a series of screening questions in an effort to reduce the spread of COVID-19.

If you have questions about my cleaning and safety protocol I am happy to go over it with you at any time.

**Payment**

I accept cash, check or credit/debit card for payment.

**Booking and Cancellation Policy**

**Amid the ongoing uncertainty of COVID-19, I have modified my cancellation policy to offer greater flexibility to everyone. I hope this will alleviate any stress and hesitiation you have about an upcoming appointment. If you need to reschedule for whatever reason, and especially if you are not feeling well, I understand and request that you contact me as soon as possible. There will be no penalties for cancellations. If you are experiencing a fever, cough, or sore throat, please reschedule your appointment until you are no longer symptomatic. If you have been to a COVID-19 impacted area or have been in close contact with a person infected with COVID-19, please reschedule your appointment.**

**Parking and Entering**

You can park anywhere in the driveway that is marked by my sign. I drive a white Subaru Crosstrek and feel free to block my car or pull in next to it. You can also take the time to turn your car around in my driveway. As you probably know, the Navy Yard traffic can be difficult to back into! At times I will be parking my car in our back driveway, so come in even if there is no car. The entrance is the blue, arched doorway in the courtyard facing the road.

**Late Arrivals**  
If you arrive late, your session may be shortened. You will be charged the full amount of the scheduled session. I need plenty of time to perform the necessary cleaning and sanitation.