



B E W E L L A T H O M E

Massage Policies

Last Updated:

Sep 16, 2025

Cancellation Policy

Full payment is required for the following conditions.

Less than 24 hour notice to cancel or reschedule an appointment.

No show or missed appointment.

Late arrivals - arriving late for a service may require shortening the length of the treatment.

Our Commitment

We understand that unexpected life circumstances can arise, and we'll do our best to accommodate situations as they occur. In consideration of other clients scheduled around your reservation, those who were turned away due to full scheduling, and the valuable time of our therapists, we appreciate your help in honoring this cancellation policy.

**When Making
a Payment**

Payment Methods

A credit card must be securely stored on file when booking through our website or over the phone. Payment is processed upon completion of your service. No deposit is required.

If you prefer to pay in person, we accept all major credit cards, Venmo, or cash. Your card on file will not be charged when paying in person.

For credit card payments processed from your card on file: A 3.7% processing fee will be added, and a 20% gratuity will automatically be included for your therapist(s) unless gratuity is provided or declined in person.

Additional Fees

Corporate and large group payments exceeding \$1,500 per transaction incur a 4% processing fee.

Rate Changes

Please note that our service rates may change over time. We reserve the right to update future reservations to reflect current rates at the time of booking.

Informed Consent

Treatment Consent and Agreement

By hiring our therapists for therapeutic services, you understand and consent to treatment and agree to the following terms:

Medical Limitations

Massage therapists do not diagnose illness or injury, prescribe medication, or serve as a substitute for traditional medical treatment.

Physician Clearance

If you are under a physician's care due to surgery or other illness/treatment such as chemotherapy, you must obtain medical clearance to receive therapeutic massage and inform your therapist of any limitations or areas of concern so we can provide a safe treatment experience.

Chemotherapy Patients

Please wait at least one week after your most recent treatment before scheduling services with us.

Minor Services

A parent or legal guardian must remain present at the location throughout the entire session when a minor is receiving treatment. Please inform your therapist of any known injuries, allergies, or medical conditions. All above terms apply to minor clients as well.

Prenatal Services

You confirm that you have received physician clearance for massage therapy and agree to keep your therapist informed of any changes to your health or your baby's health so we can adjust treatment accordingly.

Risk Acknowledgment

You understand that massage therapy carries some inherent risks, including but not limited to superficial bruising, temporary muscle soreness, and potential aggravation of unknown injuries. You release your therapist from liability for these potential outcomes.

Professional Standards

Be Well At Home is a professional mobile massage therapy service provided by licensed local practitioners. We offer only the therapeutic services listed in our menu and do not tolerate inquiries for services outside our scope of practice. Full draping policies are strictly maintained and enforced in accordance with Utah State Law.

Conduct Policy

We reserve the right to refuse or terminate services at any time. Clients will be charged 100% for booked services in such instances, and any inappropriate conduct will be reported to local authorities.

Book your session at bewellathomeutah.com or reach our reception at (208) 948-4753

hello@bewellathomeutah.com

bewellathomeutah.com

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“Your home, your sanctuary — now with five-star wellness.”

