



Percopion LLC dba Metropolitan Chair Massage Terms and Conditions (Aug. 12, 2023)

Services

Percopion LLC dba Metropolitan Chair Massage ("MCM") provides professional chair massage services. All services are subject to availability and may be modified or canceled at MCM's discretion.

Client Responsibilities

- **Health Information:** You are responsible for informing the therapist of any medical conditions, injuries, or medications that may affect the massage.
- **Inappropriate Behavior:** MCM reserves the right to terminate a session immediately if anyone exhibits inappropriate behavior, including but not limited to harassment, sexual harassment, or intoxication.
- **Massage Location:** Chair and sports massage is generally performed in an open or semi-private location. Any private location must be agreed upon in writing with a designated MCM representative and client representative. Changes require written approval from MCM management (email or letter). Wellness centers are excluded from this requirement.
- **Attire:** Fully clothed massage only is permitted. (Tank top and shorts meet the requirement for fully clothed.)

Therapist Qualifications

All MCM massage therapists must be both licensed and insured.

Reporting Concerns

You are encouraged to report any suspicious behavior from a therapist immediately.

Dispute Resolution

MCM will work vigorously to solve any complaint to the customer's satisfaction.

Code of Conduct

MCM maintains a Code of Conduct outlining expectations for professional behavior



with all clients, customers, and affiliates. A violation of this code is grounds for termination.

Additional Information

- Massages are not provided behind closed doors or in private settings. MCM offers chair and sports massage only.
- MCM therapists are not responsible for any injuries or adverse effects resulting from the massage service, if the client did not fully disclose recent medications or injuries or relevant conditions to the therapist before the massage.
- Our highly skilled therapists love to work on injuries. However, for injuries that occurred within the last 8 weeks, clients must obtain prior written or verbal consent from their healthcare provider before receiving a massage.

Scheduling

Our vast network of LMTs allows us to provide flexible scheduling, often with same-day service. While we strive to accommodate all requests, peak periods like Nurses Week and Teacher Week may require advance booking.

Bulk Pricing

All bulk sales are final after three business days. However, we're committed to your satisfaction. If you're not fully satisfied with your bulk purchase, we'll work with you to resolve the issue. This may include providing additional hours, adjusting the assigned LMT, or other reasonable solutions.