

# Client Policy Statement

## **1. Scope of Practice**

The massage you'll receive could be for any of the following reasons: stress reduction, pain reduction, relief from muscle tension, or increasing circulation. We do not, at any time, diagnose illness or disease and we do not prescribe medical treatment. Please consult your doctor should medical issues arise. We want the absolute best for our clients, therefore, if we feel our treatments aren't effecting a positive change you may be referred to another therapist who may better assist you on your path to wellness.

## **2. First Time Clients**

Appointments with first time clients include a 15-minute information session to go over the Client Intake Form and a Medical History. Please plan to arrive 15 minutes prior to your appointment. You will be shown the massage space, go over your health history and goals for the massage session, and then the therapist will leave the area to allow you to undress and get onto the table and under the top sheet. The therapist works with clients fully draped, meaning that only the part of your body where they are working at that particular moment will be exposed.

Once you are undressed, on the table, and under the sheets and blanket, the therapist will check to make sure you are ready, enter the space, and begin the session. There is generally some sort of soft music playing during session. The therapist will check in with you about pressure, temperature, and general comfort, but please remember that *only you can feel what is going on inside your own body*, and that you should immediately tell your therapist if anything is at all painful or uncomfortable. Our number one concern is for your safety and to make you feel safe and comfortable during the session.

## **3. Medical information of the client**

It is necessary to have information about your medical history so the Therapist can plan for a massage session that is safe and effective for you. Due to certain cautions for massage, the practitioner must be made aware of existing physical and mental conditions. Please make sure you have stated all your known medical conditions and medications and have answered all questions honestly. Please keep the massage therapist updated on any changes in your medical profile and understand that there shall be no liability on the therapist's part should you forget to do so.

## **4. Indications & Contraindications**

**Indications.** An indication for massage is a reason to provide someone with a massage. For example, a reason to recommend massage would be if they had pain or tension in a part of their body. The list of indications for massage is extensive, but here are some common ones: back pain, neck or shoulder pain, muscle spasm, muscle weakness, nerve injuries, carpal tunnel syndrome, sciatica,

arthritis, fibromyalgia, constipation, headaches and migraines, sinus disorders, skin problems, stress, anxiety, and insomnia.

**General Contraindications:** For certain medical conditions massage therapy is generally contraindicated (that is, massage should be avoided at this time). These include: systemic contagious or infectious diseases (including the common cold), acute conditions requiring first aid or medical attention, hypertension, significant fever, liver or kidney dysfunction.

**Local Contraindications:** For the following conditions massage therapy is locally contraindicated (affected areas are to be avoided): Acute flare-up of inflammatory conditions such as rheumatoid arthritis, deep vein thrombosis, open sores or wounds, recent surgery, recent burn, varicosities, malignancy.

## **5. Statement of Confidentiality**

Our massage therapists will safeguard the confidentiality of all patient/client information, including patient/client records, health status, or sessions completed unless disclosure is required by law or court order.

## **6. Etiquette**

We understand that unanticipated events happen occasionally in everyone's life. In our desire to be effective and fair to all clients, the following policies are held:

**Late Arrivals.** If you arrive late, your session may be shortened in order to accommodate others whose appointments follow yours. Regardless of the length of the treatment actually given, you will be responsible for the "full" session. Out of respect and consideration to your therapist and other clients, please plan accordingly and be on time.

**Cancellations.** 24-hour advance notice is required when canceling an appointment. If you are unable to give us 24 hours' advance notice you will be charged the full amount of your appointment. This fee will be charged to your credit card on file. Gift certificates will be voided in lieu of the fee. Emergencies and unexpected illnesses happen, and in most cases payment for canceled session in those circumstances will not be expected. This is determined on a case by case basis.

**No-Shows.** Anyone who either forgets or consciously chooses to forgo their appointment for whatever reason will be considered a "no-show". They will be charged for their "missed" appointment.

**Returned Checks/ Chargeback Credit Card Fee.** There will be a \$50 fee for NSF check or credit card charge back. This must be paid prior to your next scheduled appointment.

**Under the Influence.** Clients will refrain from alcohol and/or drug use for at least 12 hours prior to the massage session. If you are taking or have taken prescription drugs for pain management or anti-inflammatory purposes in the past 12 hours, please notify the massage therapist prior to the

session. Massage professionals recommend avoiding alcohol before a massage. Because massage supports increased blood flow, drinking alcohol before a massage is not recommended. If you show up intoxicated or under the influence, the therapist has the right to refuse service and you will be charged for the session.

**Hygiene.** Coming to your massage therapy session with a clean body is imperative for the health and safety of both the client and massage therapist. Personal hygiene is mutually respected on both the part of the client and the massage therapist. Should either part fail to uphold their hygiene responsibilities, services for that session will be postponed.

**Draping.** Draping will be used during the session – only the area being worked on will be uncovered. Typically clients undress, including removal of a bra, leaving their underwear on. However, you may undress to your level of comfort. You will be covered with a top sheet throughout your session. Clients under the age of 17 must be accompanied by a parent or legal guardian during the entire session. Informed written consent must be provided by parent or legal guardian for any client under the age of 17.

**Sexual Impropriety.** This is a healing environment and there is zero-tolerance for sexual innuendos, language, touching, or behavior. The session will end immediately and the client will be charged full price if such an occurrence takes place.

**Refusal of Service:** We reserve the right to refuse or discontinue service at any time, for any reason, in an effort to ensure the safety of our clients and ourselves.

By signing below, you agree to abide by these policies.

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Client Signature

Date