

## Policies and Procedures

### Financial Responsibility

- Payment is due at the time of service.
- We accept cash, Visa and MasterCard.
- We do not accept personal checks or checks of any kind.
- When booking an appointment as a new client: the clinic may ask for your card information. This is required to reserve your session time for **you!** It will **not** be charged until after your appointment.

### Insurance

- We accept various kinds of insurance.
- It is the Client's responsibility to ask their insurance provider if it covers massage therapy.
- Upon the Insurance Provider's approval, the Clinic may inquire after the insurance provider's forms and codes.
- Clients will be responsible to fill out the insurance paperwork.
- Our policy is that the client will pay for their session and then the insurance provider will reimburse the client.

### Gift Certificates and Promotions

- Gift certificates and cards may be purchased during your visit with us. Purchased certificates and cards are valid for 3 years after purchase date and may be redeemed at the front desk. Gift cards and certificates must be redeemed with a return visit to our clinic.
- Promotions and promotional gift cards' validity will vary through the Clinic's discretion.

### Client Responsibility

- The purpose of massage therapy is relaxation, increased body awareness and decreased muscular tension. It is not intended as a treatment of disease of any kind and it does not substitute for medical diagnosis or treatment.
- It is important for the massage therapist to apply physical contact in order to facilitate relaxation, increase body awareness and decrease muscular tension.
- Please state clearly on your intake form and session menu any areas of the body you do not want touched.
- The therapist is not responsible to lift or move the client on or off the table. If you need assistance on or off the table please bring an assistant to help you.
- New Clients arrive 15-20 minutes early to your first appointment to allow ample time for parking, check-in, and filling out new client paperwork.
- Return clients arrive 5-10 minutes early to your appointment, to allow ample time for parking, check-in, and filling out the session menu.

- Reschedule your appointment as soon as possible if you are experiencing cold, flu or fever symptoms.
- Utilize talking during the session for communication with the therapist about your comfort or discomfort with the pressure or technique being used.
- In our Clinic, we use proper draping techniques, therefore all sensitive areas will always remain covered. If a drape is a little more intrusive, like a gluteal drape, a therapist will ask for permission beforehand. If a client is uncomfortable with a drape technique, they are free to voice this to their therapist, as the therapist will adjust the drapes accordingly. The client, however, is not allowed to adjust their own drapes, therefore they should not cover or uncover themselves more than the therapist draped them.

### **Therapist Responsibility**

- The massage therapist does not prescribe, diagnose or treat illness, disease or any other physical or mental disorder.
- All sessions are given in a non-sexual and non-judgmental manner.
- Either party can discontinue the session for any reason at any time.
- Each therapist is free of communicable diseases, contagious conditions or illnesses.
- Each therapist is organized in a professional, clean manner.

### **Hours of Operation/ Holidays**

- The clinic's operation hours are 10 am to 8 pm, Monday through Friday. 10 am to 7 pm on Saturdays.
- The clinic will be closed on these following holidays:
  - Thanksgiving
  - Christmas Eve + Day
  - New Year's Day
- Other holidays may have limited hours, all closings are at the Clinic's discretion and can change at any time. Should a holiday land on a Sunday, the Clinic may choose to have promotions the day before.

### **Hygiene Policy**

- All equipment and linens that come in contact with clients will be cleansed in an approved method. Before and after each massage, the massage therapists' hands and forearms will be washed with hot soapy water.
- Any breaks in the skin of the massage therapist will be covered with protective coverings.
- The client will come to the massage therapy appointment clean. The client will inform the massage therapist of any breaks in the skin, and these areas will be avoided.

- If the client participates in physical activity, like going to the gym, before their appointment, we encourage the client to shower or bathe before arriving.
- Clients should avoid any strong smelling perfumes or colognes. As some of our clients may have sensitivities or allergies to them and the clinic is trying to be as Client-friendly as possible.
- Should the therapist or client contract a contagious pathogen that could be spread during the massage session, such as a cold, flu, or other droplet or airborne infection, each will inform the other. The decision to reschedule will be handled on a case-by-case manner.

### **Arrival and Tardiness**

- Arrive 15-20 minutes early for new clients, as it will give appropriate time to fill out the new client forms, and to change and prepare for the service in a relaxed and unhurried experience.
- Clients who show up when their session begins will be considered late. (Ex: 60 min Massage booked 6:15-7:15, client walks in at 6:15). As the clients' have paperwork to fill out, a quick pre-session discussion with the therapist, and getting on the massage table. For return clients, this should only take about 5-10 minutes to complete.
- Clients who arrive when their scheduled time begins, or after, will require the session to end at the original scheduled time. Meaning your session will unfortunately be shorter that day. We have reserved this time for **you** specifically and we have other clients after your time as well.
- Clients who are 20 minutes late will be considered a "no show". Clients who know that they are going to be late, but are still planning on making it to their appointment, please contact the clinic and inform them as soon as possible.
- Late clients are responsible for the full payment of the original session time.
- Therapists who are late to their appointments are responsible to give their clients their full session time.

### **Cancellation and No Show**

- Clients' times are reserved exclusively for them; we value your business and ask you to respect the office scheduling policies. Should clients need to cancel or reschedule, notify the clinic at least 12 hours before the session.
- Cancellations or rescheduling that occur within the 12 hour deadline will incur a 50% fee of the original session cost. Cancellations that occur within 3 hours before the session will be charged full price of the original session.
- Clients who book the same day must cancel 4 hours before the session to avoid penalty fees. Clients who cancel within that time will incur the 50% penalty, and clients who cancel within 2 hours before their session will be charged for the full session.
- Clients are considered a "no show" after 20 minutes into their session time. No show clients are responsible for paying for their full session.
- Clients may discuss with the clinic their fee forgiveness for circumstances like, car accidents, or family member death.

## **Treating Minors**

- Minors' parents or guardians are required to remain at the clinic for the entire minor's session.
- Parents or guardians are required, if needed, to assist the minor to prepare for their session.
- The therapist may request the parent or guardian sit in on the session to monitor the interactions between the therapist and minor.

## **Appropriate Behavior**

- Any illicit or sexual behavior will not be tolerated and will result in the session's termination at any given time by the therapist. Clients will still be responsible for full payment of the session. Illicit or Sexual behavior is outlined in the following:
  - Sexual jokes, suggestions or requests: It is not funny; they make the therapist uncomfortable and makes the client seem ignorant.
  - Requests to be undraped, especially if nude: proper draping is part of the code of ethics. We do not want to touch or see our clients' genitals, certain areas always stay covered during the session.
  - Trying to touch the therapist: Accidental touch is fine, but therapists can tell if it is intentional.
  - Heavy breathing, moaning or groaning throughout the massage: Relaxation noises are not the same as sexual pleasure noises. Therapists can tell the difference.
  - Moving hips: If the client is fidgeting because the pressure is too much, let the therapist know. Otherwise, the constant moving looks suspicious.
  - Requesting only glute/stomach/inside thigh work: Glutes deserve work and they tend to be overlooked. They do not need the entire hour, as there are certain nerves in the glutes and hips that can be overstimulated. The abs are a thin muscle that does not need much work, however, massage work on the stomach is used to ease constipation.
- Tipping and gifting therapists for their services are ethical and sound practices. Therapists do have the right to refuse any tips or gifts that make them uncomfortable.

## **Privacy Policy**

- Our clients' records are kept in the strictest confidence by our clinic. All records are kept in a secure place and only those with the clinic who need to see a client's file for legitimate business or professional purposes have access to them.
- Our clients' records will not be released to third parties, including health care providers and insurance companies without your written consent.
- Records may be surrendered if required by law.