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Guidelines

****Please keep this paper to answer FAQs****

Time

- Client and therapist will show up on time.
- Client will call to cancel within 12 hours. If the call is less than 12 hours before the appointment, half the amount will be charged. If there is no cancellation call, the client will be charge the whole cost of the appointment
- A session can be lengthened based on the therapist's schedule.
- If a client shows up late for an appointment, the client will be billed for a full session and treated for the remaining time of the session, unless the therapist's schedule allows to extend the appointment time.
- If an emergency occurs for either the client or the therapist, the session may be rescheduled based on a mutual agreement (sometimes the therapist may choose to provide a free session if the therapist was responsible for cancellation of the session).

Confidentiality

- The therapist does not share information about the session with other clients.
- The therapist is held to confidentiality and will not discuss the session with anyone.
- If the client would like the therapist to send a note to a physician, the client must make the request in writing.

Treatment

- The therapist discusses what is most helpful for the specific treatment; however, the client makes the final decision.
- The client determines which areas not to treat (ie, no foot strokes due to being ticklish); likewise, the therapist determines which areas not to treat (ie, neck due to recent accident)
- The client will remain covered at all times and only the area being worked on will be uncovered.
- The client may select the type of music to be played.
- The client needs to communicate the pain level to the therapist.
- Treatment is provided in a space where the client's comfort level of privacy is assured.
- Any person under the age of 18 must have a signed consent form from a parent/legal guardian before the treatment begins.
- No other person may observe the session unless the client is under the age of 18, requires a support person (ie, DS, Autism, etc), or at the request of the client.
- No sexual behavior/intonation is tolerated. Any illicit or sexually aggressive remarks or advances made by the client will result in immediate termination of the session, and the client will be liable for payment of the appointment.

Payment

- Payment is due at the time service is rendered.
- Cash or credit card is accepted.
- Gift Certificates are available and are paid for in advance of service.

The following are normal responses to relaxation and/or touch that sometimes occur during massage. You need not be embarrassed nor suppress them: Movement or release of intestinal gas – crying – laughing – strong emotions – sighing – groaning – yawning – softening of muscle tissue – cognitive or felt memories – stomach gurgling – the need to move or change position.