

## **Hands Massage Policy**

In Hands Massage Our Purpose is create space for healing and caring also to make sure that you have the best experience. Our goal is to provide our clients with a professional and therapeutic massage at an affordable price. You will find the refreshed and reenergized state that follows your massage flowing into other areas of your life helping you achieve a balance of mind, body and spirit.

### **Appointments**

All massage appointments require a 2-hour advanced notice. Please arrive ten minutes prior to your scheduled appointment time. All massage appointments begin and end at the scheduled times.

Tardiness: If a session starts late due to client's late arrival, the time left will be used to its best advantage and the massage will still end at the appointed time.

The session will still be charged full price.

Cancellation: If you cannot make your scheduled appointment, please offer a minimum of 12 hours advanced notice to cancel or reschedule. Clients that cancel within 12-hours of the scheduled time will be charged \$25.

Clients that do not show up will be charged the full cost of the scheduled session. Sickness: We recognize that both massage therapists and clients are vulnerable to illness and therefore ask clients to cancel appointments when they are feeling unwell. If a client presents signs and/or symptoms of illness that contraindicate massage the session will be re-scheduled to protect the health of both the client and the therapist.

### **Ethical Conduct**

The therapist reserves the right to refuse to work on any client for any reason. The therapist must state those reasons to the client and note it in the client's record. You have the right to stop the therapist at any point during the session for any reason. You must state that reason and it will be noted in your record on file at Hands Massage. We ask that you maintain a professional therapeutic relationship at all times if this relationship is violated, the therapist reserves the right to terminate services and relationship.

It is your responsibility to provide complete, truthful and correct information regarding your name, personal medical/physical/psychological concerns, medications/supplements, residence, phone numbers, emergency contact, etc.

Sexual intent or behavior between client and therapist – physical, verbal or gestured is unacceptable and will not be tolerated. Sexual intent or behavior is a breach of the professional

ethical code and is a damaging violation of personal boundaries. Sexual intent or behavior during any session is unacceptable and will not be tolerated. The session will end immediately and client will be charged full price if such as occurrence takes place. Slanderous, foul, derogatory or negative language –verbalized, acted, or gestured – will not be tolerated. All employees, clients, guests, et al., including non-human companions will be treated fairly and with.

On your first visit with us you will receive a copy of the massage therapy policies and asked to sign Informed to Consent, and waiver forms, stating that you have read the information, understand it, and agree to comply with the professional massage therapy policies and procedures.

We will also ask you to fill out an Intake Form. The Intake form is where you record medical history, injuries and other physical conditions so the therapist can modify the treatment plan where necessary. Your massage therapist will greet you and review the Client Information Form with you. She will inquire about the reason(s) you are coming for a massage, your current physical condition and any specific areas in which you are experiencing pain or would like addressed during your massage.

### **Treatment Room**

Your massage therapist will then take you to a peaceful treatment room where a comfortable massage table dressed with a warming blanket and crisp clean sheets await. Your massage therapist will leave the room and wait outside while you disrobe to your level of comfort. Some clients prefer to completely disrobe, while some will remain partially clothed. Once disrobed, you will lie on the massage table, under the top sheet. Your massage therapist will give you a few minutes for this process before knocking on the door to ask if you are ready before entering your room. The Massage You will always be draped with the top sheet during your massage session and an additional blanket is available at your request. Your massage therapist will only uncover the part of the body they are working on, ensuring that your modesty is respected at all times. The breast and genital area will not be massaged under any circumstances. Alert your therapist if at any time during the session, a technique is uncomfortable. Depending on your specific needs or requests, your massage therapist will either perform a customized full-body massage (for general relaxation and stress reduction) or focus on the specific parts of your body that you have requested.

Children, under the age of eighteen, will not be seen without a parent or guardian present in the therapy room.

### **End of Session**

Once your massage therapy session is completed, your therapist will leave the room so you may dress. Your therapist will wait outside the room for you, and then take you back to the front area. Payment for the session is to be made at this time.