

MASSAGE THERAPIST & CLIENT CONTRACT

The relationship between the massage therapist and the client is one built on trust and mutual respect. In order to preserve this relationship, the client should be aware of our policies before the first session begins.

WHAT CLIENTS CAN EXPECT FROM US:

1. Clients are treated with respect and dignity.
2. Privacy and confidentiality are maintained at all times.
3. Clients are provided with a competent, professional massage each time they come for an appointment.
4. We keep accurate records and review charts before each session.
5. We stay current with information and techniques through reading, receiving weekly massages and taking at least one workshop yearly.
6. Personal and professional boundaries are respected at all times.
7. Massages are customized to meet the client's needs.
8. Our equipment and supplies are clean and safe.
9. We perform services for which we are qualified (physically and emotionally) and able to do, and refer clients to the appropriate specialist when work is not within the scope of our practice.
10. We are available to clients from 8am – 8pm; and clients may reach us through voicemail on a 24-hour basis.
11. We return calls within 24 hours unless the massage therapist requested by you is out of town.
12. We do not diagnose.
13. We charge a fair price for our services and offer a sliding fee scale when appropriate.
14. If we need to cancel an appointment, we do so within 12 hours whenever possible.
15. We do not provide direct billing for insurance, but will gladly assist clients in filling out the appropriate forms.
16. If a client is dissatisfied with a massage and no other arrangement can be agreed upon, a 50% refund of the session is honored.
17. Clients are draped with a sheet or towel at all times during the massage. Only the parts of the body being worked are exposed at any time.

OUR REQUIREMENTS OF CLIENTS:

1. Massage sessions begin and end at scheduled times. Massages, which begin late due to client arriving late, end at the appointed time and are full-price.
2. Be present (not under the influence of alcohol or drugs).
3. Payment is due at the time of service unless other arrangements have been made prior to the session.
4. If cancellation is necessary, please give 12 hours notice. Otherwise, you will be charged for the appointment unless it can be filled. Emergency cancellations are determined at the therapist's discretion.
5. Parent(s) or guardian(s) should be present for massages of minors.
6. Be clean (having showered the same day as the massage session).
7. Do not eat a heavy meal two hours prior to the massage.
8. Clients provide a health history and update it when necessary.
9. The office is a non-smoking environment.
10. Please turn off all cellular phones and pagers while in the building.
11. We accept cash, checks and most major credit cards.
12. During outcall (home) appointments, if a client does not arrive within 15 minutes of the appointed time, he/she is charged for the appointment.
13. Sexual harassment is not tolerated. If the therapist feels their safety is compromised, the session stops immediately.

I have read and agree to the above terms and consent to massage therapy as explained to me.

Signature _____ Date _____
Signaute of Parent/Guardian (if applicable) _____ Date _____