

WHAT CLIENTS NEED TO KNOW

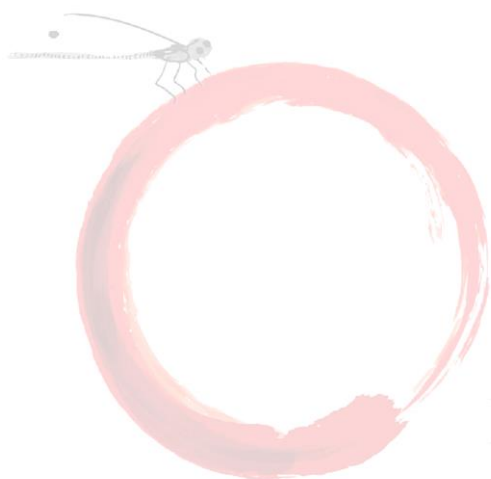
1. Free 15 minutes may be added to the each session. This includes time for assessment and feedback.
2. The session ends and begins at the scheduled time regardless of whether the client is late.
3. A 24- hours cancellation notice or re-schedule is required. Any missed appointments will be billed 50% of the scheduled service price. Emergencies are accepted at the therapist's discretion.
4. In order to maximize the massage benefits client will accurately fill out a Wellness Chart and update's as needed. A therapist expects the client to communicate in an open, honest manner and be responsible for her/his health in order to prevent any errors.
5. Personal and professional boundaries will be respected at all times. Inappropriate behaviour by therapist or client is not tolerated.
6. Sexual harassment will not be tolerated. If therapist feels her/his professional comfort is compromised, the session will be stopped immediately.
7. Please shower in the morning before the massage for health, hygiene and relaxation benefits. For facial treatment, ensure the face is free of make-up foundation or the therapist reserves the right to remove it using a neutral wet cosmetic wipes.
8. Payments is due at conclusion of session unless prior arrangements have been made.

WHAT CLIENTS CAN EXPECT FROM THERAPIST

1. Therapist will provide clients with a competent and professional massage each and every time they come in for an appointment, specifically addressing client's need for each session.
2. Therapist will tailor an individualized program for each client.
3. Therapist will keep accurate records and review charts before each session.
4. Clients are properly draped and wearing underwear at all times during massage treatment to promote their dignity and therapist's comfort.
5. Privacy and confidentiality is maintained at all times. Nothing that was said or transpired in a session will be discussed with another person without prior permission.
6. Clients will be treated with respect and dignity, regardless of their age, gender, race, national origin, sexual orientation, religion, socio-economic status, body type, political affiliation, state of health and personal habits.
7. Diagnoses are not made.
8. Therapist will only perform services for which she/he is qualified and will refer to appropriate specialists when work is not within the scope of practice and/or not in the client's best interest.
9. Therapist will give at least a 24-hour cancellation notice if unable to work. If the therapist is unable to do a full session, the time will be made up and the fee will be reduced.
10. If agreed, the therapist will contact to confirm appointments 24-48 hours prior to session via agreed ways of communication (e-mail, SMS, Facebook message or phone call).
11. All equipment and supplies are clean and safe.

DISCLAIMER

You need to know and understand that massage therapy is not a substitute for medical treatment or medications and that it is recommended that you concurrently continue to work with your primary caregiver for any medical conditions you may have. You need to be aware that massage therapist does not diagnose illness or disease, does not prescribe or adjust medications.



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