

## POLICIES AND PROCEDURES

### **Appointments**

Appointment requests are best requested in advance through our online booking, text, or call 636-357-3033.

### **Confidentiality**

Your massage sessions and health history are completely confidential, under the binding standards of HIPPA.

I will not release this information unless I am legally subpoenaed.

### **Cancellation Policy**

In our desire to be effective and fair to all clients, the following policies are honored: advance notice is required when cancelling an appointment. This allows the opportunity for someone else to schedule an appointment. There will be no charge for late cancellation, unless it becomes a regular occurrence.

### **No-shows**

Anyone who either forgets or consciously chooses to forgo their appointment for whatever reason will be considered a "no-show." They will be a charge of 50% of session fee on your next scheduled appointment.

### **Late Arrivals**

If you arrive late, your session may be shortened in order to accommodate others whose appointments follow yours. Depending upon how late you arrive, your therapist will then determine if there is enough time remaining to start a treatment. Regardless of the length of the treatment actually given, you will be responsible to pay for the "full" session. Out of respect and consideration to your therapist and other customers, please plan accordingly and be on time.

### **Behavior**

My relationship with my clients is strictly therapeutic. Sexual, abusive, inappropriate behavior, or being under the influence will not be tolerated and will lead to the termination of the session. In this case, full payment for the session will be required.

## **Payment Structure**

Payment is due when services are rendered. We accept checks, debit/credit cards, and cash.

## **Scope of Practice**

If a client presents with an ailment that is out of my scope of practice I will refer that client to a professional who is qualified to work with that particular ailment. As a massage therapist I am not able to diagnose but always have the best interest of my clients in mind and will recommend seeing a doctor when necessary.

## **Your first session**

For your first session I will include a 10 minute complimentary intake that will allow us time to discuss the goals you hope to achieve from massage, your health history, complaints, aches, pains, lifestyle, stress levels and to address any questions that you have for me.

## **What to expect at a typical session**

Following our intake I will leave the treatment room to allow you privacy as you undress to your comfort level and get on the table under the sheets. I will knock before entering the treatment room to ensure that you are ready for the session to begin. Your privacy is my utmost concern, you will be draped at all times during the session and only the part of the body being worked on will be uncovered. Your modesty will be respected at all times. You can also expect a peaceful and comfortable environment for your massage. Communication is key to the success of your massage sessions. I will check in with you throughout the massage regarding pressure, techniques and comfort levels. If at any time you feel discomfort, the pressure is too much or you would like more pressure please communicate those things to me so that I can adjust the work accordingly. I ask that you pay attention to your body and note any changes that you experience following your massages. I will keep progress charts of each session and any additional feedback from you may be noted in your file if you wish. You may see your file at any time.