

Policies and Procedures

It is important that both the client, especially all new clients, and the therapist have a very clear understanding of the massage therapy policies and procedures.

Appointments:

Massage appointments are **by appointment only** via text, phone or email. I am available Monday through Wednesday from 5:30 PM to 11:00 PM, Saturday from 9:00 AM to 4:00 PM. To ensure appointment availability, I suggest a regular series of appointments be scheduled.

Location(s):

Raleigh, NC (In-calls)

Cancellation Policy:

Our time together is important! Unless there is an emergency, it is requested that you cancel your appointments **24 hours in advance** or pay the missed appointment fee in full. Call and leave a message on the answering machine or text to cancel appointments or change scheduling.

Clients who fail to show up for their scheduled appointment time will not be scheduled for future appointments unless discussed with therapist of reasons appointments are missed.

Lateness Policy:

It is requested that clients arrive early for your scheduled appointments however, if you arrive late for your appointment, the time left will be used to the best advantage but full charge applies. If the therapist is late for the appointment, the remaining time will be used and the client will receive a discount or will not be charged for the current massage session.

Sickness Policy:

Towel and Table Massage recognizes that both therapist and client are vulnerable to infections and therefore ask clients to cancel appointments when they feel sick. If you are experiencing any of the following contagious illnesses the massage session will be rescheduled:

Diarrhea, vomiting, fever, chicken pox, measles, mumps, meningitis, hepatitis A, conjunctivitis, rubella, head lice, impetigo, influenza, meningococcal disease, polio, ringworm of the body, feet or scalp, scabies, thrush, whooping cough and the common cold.

Sanitation and Hygiene:

All equipment and linens that come in contact with the client will be cleansed in an approved method. All lubricants will be dispensed in a contamination-free manner.

Before and after each massage, the massage therapist will wash hands and forearms with hot soapy water and disinfecting solution. Any breaks in the skin of the massage therapist will be covered with a protective covering.

All clients will arrive for their session clean. The client will inform the massage therapist of any breaks in the skin or bruises and these areas will be avoided.

Should either party contract a contagious disease that could be spread during the massage session, such as a cold, flu, or other droplet or airborne infection, each will inform the other. The decision to reschedule will be handled on a case-by-case manner.

Scope of practice:

These sessions are therapeutic and are intended to be a health-enhancing system that promotes body balance and efficient body function. Therapist has been trained in the use of manual techniques to normalize the soft tissue of the body.

Massage stimulates the natural restorative processes of the body and mechanically reduces muscle tension. These methods may not be used to diagnose or treat any specific, preexisting condition without written permission from your physician. If there is any situation that may arise during the massage session and if the therapist feels that you should be evaluated by another professional, it is our policy at Towel and Table Massage to refer you to your personal health care physician.

The massage therapist at Towel and Table Massage does not diagnose or prescribe for particular body dysfunction nor are they allowed to provide treatment for a specific condition. Massage therapists do not work within the parameters of licensed medical professionals. The massage therapist is required to refer you for diagnosis and to follow recommendations of your physician.

Professional Boundaries:

Honest disclosure of any situation that may interfere with safe, nurturing, nonjudgmental, nonsexual touch must be considered.

The massage therapist needs to consider personal needs, biases, fears, concerns, and limitations as stated in the massage therapy policies and procedures.

Massage therapist will have respect for the client boundaries. In this partnership, it is important that the client is honest and open with the therapist. Feedback about the

effectiveness of the work, situations that may have been uncomfortable for you, massage techniques that you did not like, etc., is very important. Please feel free to share this information with therapist, as you become aware of it especially if it is a body area that is sensitive or needing to be avoided, if there is a certain type of lubricant needed, any religious beliefs that are important and that therapist will respect, or if there is music you would like to hear or not hear during your session.

Sexual interaction or discussion of any kind between the client and the therapist is NEVER appropriate. It is understandable that the closeness of the massage relationship may, on occasion, be interpreted as sensual. This is a physical response that is part of the natural relaxation response, and only lasts for a few moments before the physical sensations shift to a deep feeling of relaxation.

Requests for sexual activity will not be tolerated, will be viewed as solicitation, and reported to the proper authorities under the guidelines of the massage therapy policies and procedures. The client *will not* be rescheduled if this occurs.

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

The therapy room is never locked.

The client may stop the massage at any time and is free to leave. The client may also refuse any massage methods.

No visitors may be present during client massage unless at client request. No children under the age of twelve.

Confidentiality and Conversation

All conversations or discussions between the therapist and client are confidential. This does not mean that the client may not choose to talk during the massage, conversation is up to the client aside from the therapist checking in with client about pressure, boundaries, time, breathing, etc.

Massage Therapist's personal life will not be discussed with the client, as this is very inappropriate. Towel and Table Massage therapist is happy to listen to the conversation and share any professional expertise however therapist will not discuss or engage in conversation around politics or that of a sexual nature.

Towel and Table Massage may be required to release records under a court order, or to client's doctor. Towel and Table Massage therapist is obligated to report any suspicion of child abuse to the proper authorities.

Existing and New Medical Conditions

It is the responsibility of the client to keep the therapist informed of any medical treatment currently being used and to provide written permission from client's general physician, physical therapist, chiropractor, etc., that clearly states that the massage and body work may continue.

It is also the responsibility of the client to inform the therapist of any changes in health conditions or new medical diagnosis.

Informed Consent

During the intake session client will have time to ask questions and it will allow for the massage therapist to discuss each section of the massage therapy policies for Towel and Table Massage.

Client treatment plan will be discussed prior to each massage session. At client's first visit with Towel and Table Massage, they will receive a copy of or a website where the client can review the massage therapy policies and client will then need to sign the consent stating that they have read, understand, was given the opportunity to ask questions, and agree to comply with the massage therapy policies and procedures.

Payment for services:

All clients will pay for services upon completion of each session (unless in a package deal previously paid). Currently, the types of payment are in **cash** and VISA Debit or VISA/ MASTECARD credit cards.

Services/ Fees *to be* offered:

<u>IN-CALLS</u>	<u>15 min</u>	<u>30 min</u>	<u>60 min</u>	<u>90 min</u>	<u>120 min</u>
Swedish	X	\$25	\$50	\$75	\$100
Therapeutic	X	\$35	\$65	\$85	\$110
Hot/ Cold Stones	X	X	X	\$100	\$125
Couples Instructional	X	X	\$70	X	\$120
Hydrotherapy	X	\$40	X	X	X
Exfoliation	\$25	\$40	\$75	X	X
Fangothrapy	X	\$45	\$85	X	X
Thalassotherapy	X	\$45	\$85	X	X
Reflexology	X	\$30	X	X	X
<u>IN-CALLS</u>		<u>Pkg. of 5</u>	<u>Pkg. of 5</u>	<u>Pkg. of 12</u>	<u>Pkg. of 12</u>
Swedish	X	\$100	\$200	\$250	\$500
Therapeutic	X	\$150	\$250	\$440	\$680

<u>OUTCALLS</u>	<u>15 min</u>	<u>30 min</u>	<u>60 min</u>	<u>90 min</u>	<u>120 min</u>
Swedish	X	\$45	\$75	\$95	\$125
Therapeutic	X	\$55	\$85	\$105	\$135
Hot/ Cold Stone	X	X	X	\$130	\$150
Couples Instructional	X	X	\$95	X	\$145
Corporate Chair	X	\$1 PER MINUTE	X	X	X
Exfoliation	\$45	\$60	\$95	X	X
Fangothrapy	X	\$65	\$105	X	X
Thalassotherapy	X	\$65	\$105	X	X
Reflexology	X	\$50	X	X	X
Massage Parties Chair ONLY	X	\$1 PER MINUTE	X	\$1 PER MINUTE	X

Policies Statement Agreement

I have read and understand, or have been given the opportunity to ask questions and have anything that I do not understand explained to me in a way that I will understand what I am agreeing to when I sign this form. Towel and Table Massage has given me a copy of the Policy Statement for my records and I will always have the opportunity to ask questions about these policies as long as I am an active client with Towel and Table Massage. I also understand that these policies can change at any time without my knowledge and that Towel and Table Massage will make every effort to alert me of any changes that are made.

Signature of client

Date

PRINT name of client

Therapist signature

Date