

ABLE BODY MASSAGE THERAPY POLICIES

Client/Practitioner Expectations

Your first session begins with an interview and health history. We will ask you a series of questions and assess your needs. Please be assured that we will endeavor at all times to maintain your privacy and confidentiality. Your records will be open only to massage therapists working in this practice, for the purpose of meeting your needs with consistency. During the session, you will be fully draped with sheets and towels, uncovering only the body part to be worked on. The genitals are never exposed or massaged. You may undress to your comfort level and may remove or leave on your underwear as you wish.

A full body session generally includes back, hips and gluteals, legs and feet, abdomen, pectorals, arms and hands, neck, face and head. Massage sessions may start with the client lying face up or face down, depending on the purpose of the session. If the session focuses on a particular injury, that area is generally worked on first. Depending on the extent of the needed treatment, this may limit the amount of time available for other areas to be massaged. You may ask for different parts of your body to be worked on, or not worked on, and we encourage you to discuss your needs and preferences with us at the beginning of each session.

Some kinds of massage sessions use oil or lotion, others do not. When Swedish massage is employed, oil/lotion is used. Let us know if you would like a clean towel and alcohol to wipe off excess oil at the end of your session. Please inform your massage therapist of any allergies or skin sensitivities during your intake interview.

During the session, you are encouraged to speak up about anything that makes you feel uncomfortable, either physically or psychologically. Talking may occur during the session at your discretion, but we will endeavor to limit our discussion to topics pertinent to your massage; we encourage you to absorb more fully the relaxation benefits of your massage in a quiet environment.

It is not uncommon for a client to feel sore after a massage session for one or two days, particularly if an area was worked deeply. Be sure to inform your massage therapist if this occurs. If you are sore for longer than two days, the pressure used during your massage needs to be adjusted. Our intention is never to cause harm or injury, please speak up at any time if you experience discomfort.

- At Able Body we reserve the right to refrain from working on a person who is under the influence of alcohol or drugs.
- Professional massage is never sexual at any time. Sexual behavior is not tolerated. If the practitioner's safety feels compromised, the session will be stopped immediately.

Appointment Policies

- Sessions run 30, 60, 90 or 120 minutes long.
- The first appointment, which includes a health history and an assessment, may last up to 30 minutes longer.

- If you are late for a treatment session, we will still need to keep to the allotted time slot in order to maintain our schedules.
- If we are late, we will still provide you with your full session, or in the case that we are unable to do so, we will offer a discount accordingly.
- If you wish to change or cancel an appointment, we require 24 hours notice. In the case of late cancellations, \$25 dollars will be charged.
- If the massage therapist needs to cancel an appointment, it will be done so within 24 hours whenever possible. If they can't do so, the client's next session is free of charge.
- Able Body practitioners return phone calls within 24 hours unless they are out of town.

Fees

- 30 minutes=35\$
- 60 minutes=65\$
- 90 minutes=90\$
- 120 minutes=120\$
- We accept cash, checks and credit cards for your convenience. Payment is due at time of service. If this presents a problem, please be sure to discuss it with us before our treatment begins.
- If you wish to seek reimbursement from your insurance, a flexible spending account or a workman's comp case, we will be happy to provide you with a receipt listing services rendered. We cannot be responsible for filing paperwork on your behalf at this time. If you require more extensive documentation, we may ask a nominal fee for preparation, and we do require notice in advance. In our experience, most insurance and comp cases require a doctor's prescription. Please check with your insurance company to find out their policies.
- Fees are generally not raised more than once a year.

Professionalism

- Our profession ascribes to a code of ethical behavior, which is available upon request. Able Body follows all the statements in this ethical code and we have strong beliefs that practitioners and their clients should not engage in intimate relationships.
- Personal and professional boundaries are respected at all times.
- We refer clients to appropriate specialists when work is not within our scope of practice or not in the client's best interest.
- We customize our treatments to meet each client's needs.
- We respect all of our clients regardless of their age, gender, race, national origin, sexual orientation, religion, socioeconomic status, body type, political affiliation, state of health, and personal habits.

I have read and understand these policies. I understand that if I do not give a 24 hour cancellation notice, I will be charged a fee of \$25 dollars.

signature: _____ date: _____