

# Guidelines

## Time

- ☞ Client will show up on time.
- ☞ Client will give a 24-hour cancellation notice otherwise the client will be billed for the session.
- ☞ A session can be lengthened based on the therapist's schedule.
- ☞ If a client shows up late for an appointment, the client will be billed for a full session and treated for the remaining time of the session. Appointments starting 15 minutes late will be rescheduled.
- ☞ If an emergency occurs for either the client or the therapist, the session may be rescheduled based on a mutual agreement (sometimes the therapist may choose to provide a free session if the therapist was responsible for cancellation of the session).

## Confidentiality

- ☞ The therapist does not share information about the session with others.
- ☞ If the client would like the therapist to send a note to a physician, the client must make the request in writing.

## Treatment

- ☞ The client determines which pieces of clothing to be removed.
- ☞ The therapist discusses what is most helpful for the specific treatment; however, the client makes the final decision.
- ☞ The client determines which areas not to treat (i.e., no foot strokes due to being ticklish); likewise the therapist determines which areas not to treat (i.e., genitals, breasts).
- ☞ The client will remain covered at all times and only the area being worked on will be uncovered.
- ☞ The client selects the type of scented oils/creams to use and/or the type of music to be played.
- ☞ The client needs to communicate the pain level to the therapist.
- ☞ The therapist does not talk to the client during the session unless to inquire about level of pressure or pain; if otherwise indicated, the client needs to take the lead.
- ☞ Treatment is provided in a specific designated space that is used solely for massage and where the client's privacy is assured.
- ☞ Any person under the age of 17 years old must be accompanied by an adult during the treatment.
- ☞ If the client would like another person (i.e., spouse, friend) to observe the session, that may occur provided the person adheres to the established boundaries.
- ☞ No sexual behavior/intonation is tolerated.

## Payment

- ☞ Payment is due at the time service is rendered.
- ☞ We do offer a sliding scale fee.
- ☞ Gift Certificates are available and are paid in advance of service; certificate to be used within a three month time frame.

**The following are normal responses to relaxation and/or touch which sometimes occur during massage. You need not be embarrassed nor suppress them: Movement or release of intestinal gas - crying - laughing - strong emotions - sighing - groaning - yawning - softening of muscle tissue - cognitive or felt memories - stomach gurgling – the need to move or change position.**

## Agreement

We agree to adhere to the specified boundaries. If for some reason the client cannot adhere to the boundaries, the therapist will discuss a course of action that may result in a right to refuse treatment of the client.

Client's signature \_\_\_\_\_ Date \_\_\_\_\_ Copy Rec'd \_\_\_\_\_

Massage therapist's signature \_\_\_\_\_ Date \_\_\_\_\_

Complaints can be addressed with:  
Texas Department of Health  
1100 West 49th Street  
Austin, TX 78756-3199  
Toll free: 1-888-963-7111  
(512)458-7111