

## MassageFIX® Polices & Procedures

**Conduct Polices:** Pets are never allowed. We discourage **children (under 18)** accompanying parent in treatment rooms. Unsupervised children will not be allowed to stay in lobby. Children under 18 **cannot** fill out intake forms. Parents must stay with their children (under 16) at all times when they receive massage. Children 16-18 may receive massage with parents written consent when parent is not on premises on a case by case basis only when the therapist feels that it is appropriate. Written consent must be given directly to therapist by parent with valid photo ID.

**Intake:** A thorough intake will be done by your therapist prior to your massage. Home instructions, further appointments and referrals may be made if necessary. No product or service will ever be recommended outside of your best interest. We reserve the **right to refuse service** to anyone for any reason that indicates we cannot serve you appropriately or our safety is at risk. Clients with Shingles, poison ivy/oak, using testosterone cream and or recently vaccinated with smallpox/chickenpox cannot receive massage. Other illnesses and/or medications may also indicate caution or preclude massage. Clients are asked to not consume alcohol prior to massage.

**Fee Polices:** Payment expected at time of service and fees are listed in our current brochure, website and social media. We take cash, check or credit cards. We do not bill insurance. We will provide receipts with the appropriate insurance codes. **Gift certificates/cards** are available for sale. If gift certificates are not redeemed within 12 months, the dollar value of the certificate reverts back to the purchasers account. If you provide us with the giftee's contact information, we will contact them one month prior to the expiration date and attempt to book their session. In the event of business cessation, your gift certificate may be transferred to another LMT outside of this business or a refund made to you.

**Service Guarantee:** If for any reason you are **dissatisfied with your massage**, please give us the opportunity to make it right. We can reschedule you with another therapist or refund your money.

**Cellulite Treatment Disclaimer:** Cellulite is not a medical condition or considered part of your body fat. It is a thin layer of fat cells within the skin that move out of place due to a breakdown of collagen and elastin in the skin. The best method to treat cellulite is consistently eating a healthy, low-fat diet, being physically active, avoid alcohol/toxins, drinking plenty of water. Certain herbal ingredients are thought to aid in the breakdown of cellulite and massage is thought to increase or restore collagen and elastin.

**Allergies/Sensitive Skin:** If you have sensitivities, please let us know. We have sheets washed in hypo-allergenic soap, unscented apricot kernel oil and can remove aromatherapy from the room. **Please give 48 hours notice.** Clients with **Asthma** must have an inhaler with them during massage. Deep Tissue Massage may cause bruising and discomfort for several days after massage.

**Appointment Polices:** We appreciate a **24-48 hours notice prior to canceling** or rescheduling an appointment. If your therapist cannot keep your appointment, all efforts will be made to book you with another therapist first before we cancel your appointment. **"No-shows"** will be called to reschedule. Clients with two no-shows will be asked to pay in cash for the therapists time in advance of any further treatments with no refunds or credit being given for any subsequent no-shows. **If you are late**, time will *not* be added to your session as we cannot inconvenience other clients by starting their sessions late.

**Confidentiality:** According to KY State law, your written consent must be given or a court order in place before we can release any of your information to anyone, unless their is an emergency medical necessity (heart attack, etc). All LMT's and administrative staff have full access to your information for the purposes of doing business for MassageFIX and it will never be shared or used for solicitation outside of this business. We are a "non-covered" HIPAA entity. Your file is stored for 5 years in a locked area and password protected information is stored on a secure computer.

**SEXUAL CONDUCT, sexually suggestive behavior and/or conversation is never allowed on any level by clients or therapists and will be reported immediately to the police for criminal prosecution. Those attempting this threatening behavior will be permanently banned from the premises.**

I \_\_\_\_\_ (print) have read the above polices, understand them and agree to follow them. I have also been given an informational brochure listing the Benefits of Massage, Contraindications of Massage, Code of Ethics and Standards of Practice of MassageFIX. I have had an opportunity to ask questions regarding anything that I didn't understand and have had my questions answered to my satisfaction. I understand that my massage therapist cannot diagnose, prescribe, do adjustments or do surgery.

Client Signature \_\_\_\_\_ date \_\_\_\_\_

LMT Initials \_\_\_\_\_