



## Policies & Procedures

**APPOINTMENTS:** Appointments can be made online or by phone, text or email. Appointment times vary. Please text me if you need an appointment outside of my regularly listed times and I will do my best to accommodate you.

**PAYMENT & FEES:** Cash, check, credit/debit cards & PayPal are all accepted. Returned checks will be assessed a \$30 NSF fee to cover the charge from my bank. Current massage prices are posted on my website at [brbmassage.com](http://brbmassage.com).

**CANCELLATIONS:** It is requested that you cancel your appointment as soon as possible. Cancellations with 1 hour notice or less will be deemed a no-show. Clients with multiple no-shows will be asked to pre-pay for future services. If you pre-pay for a service and still choose to cancel with 1 hour notice or less, *your money will not be refunded*.

**ILLNESS:** To prevent the spread of disease, both the client and therapist are expected to reschedule their appointments when they are feeling unwell or showing symptoms of a contagious illness. Client and therapist must be fever-free without fever-reducing medication for 24 hours prior to any massage or related service.

**SANITATION & HYGIENE:** All equipment is properly sanitized and linens washed before your session. Lubricant is dispensed in a contamination-free manner. Before and after each massage, I thoroughly wash my hands and forearms in hot, soapy water. Any breaks in my skin will be covered by nitrile gloves or a finger cot. Please let me know of any breaks in your skin so those areas can be avoided. If possible, please shower before your appointment.

**SCOPE OF PRACTICE:** I am a licensed massage therapist trained in the manual manipulation of the soft tissues of the body and held to the high standards of the American Massage Therapy Association. I cannot provide any services that would require a separate state license (unless I possess that license). I am unable to diagnose or treat any specific medical condition without written permission from your Primary Care Manager. If I find something during your session that falls outside my scope of practice, I will refer you to your PCM for a comprehensive evaluation.

**PROFESSIONAL BOUNDARIES:** *The relationship between the client and therapist will remain nonsexual at all times.* The breast and genital areas will not be massaged under any circumstances. You will remain draped for modesty throughout the entire massage. Only the area being massaged will be undraped. You may wear as much clothing as you'd like in order to feel comfortable. You may request any adjustments be made during your session. You may refuse massage on any area. You may stop the massage entirely at any time for any reason. Communication is key! Don't be afraid to speak up during your session. Due to the sensual nature of touch, some level of physical arousal is normal and will subside as your body relaxes. Extra towels and blankets are always offered. My table is a safe space where you will be treated with respect and unconditional positive regard. I ask for the same respect.

**INFORMED CONSENT:** Before the start of every session, I will go over your treatment plan with you and obtain final verbal consent for the areas to be worked on and methods to be used. Please use this time to communicate any questions or concerns.

**CONFIDENTIALITY:** Your information is kept secure and confidential in accordance with HIPAA (Health Insurance Portability and Accountability Act of 1996). Your personal information will never be given to third parties unless you provide written authorization, such as a medical records release form. Anything you discuss with me during your appointments will never be disclosed to anyone except as required by law.

I have read and agree to abide by these policies & procedures.

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Client Signature

Date