

# *Therapeutic Massage by Sandi*

## **What I Expect From You The Client**

- Sessions begin and end at scheduled times. Sessions that begin late due to client late arrival will end at scheduled time and charged at full price.
- If client is presented in an altered state the therapist will end the session and client will be charged full price.
- Clients will provide an honest and complete history of health and update each session.
- If a client needs to cancel please refer to this cancellation time frame: if session is canceled before 48 hours a full refund is due, cancellation before 24 hours a 50% refund is due, cancellation with 24 hours client will be charged full price of service fees.
- Appointment time cannot be moved within 12 hours of session.
- All fees are due before time of service.
- The client gives therapist permission to provide massage during the scheduled session as discussed during the intake interview.
- **Sexual harassment is not tolerated. If the therapist feels their safety has been compromised she will end the session and client will be charged full price. Unacceptable behavior can prevent future bookings permanently. Sexual harassment can also involve reports to law enforcement.**

## **What You The Client Can Expect From Me The Therapist**

- All clients are treated with respect and dignity.
- There are NO sliding scales.
- Payment is expected at time of booking and is due no later than the start of your session.
- I do not accept insurance.
- If you require treatment not in my scope of practice I will refer you to the business/person/physician I think would best fit your needs.
- Each client will have a file of records and documents. SOAP notes are used to document sessions and will be place in the client's file. This is an official health record and copies may be requested by the client. This information will not be released to anyone without written and signed consent from the client or upon legal request. Your privacy is priority!
- The client and therapist will personalize each session based on your needs.
- I remain up to date with my profession and take continuing education classes to remain as such.
- If I need to cancel on you I will do so within 12 hours minimum. You may choose a refund or to reschedule.
- My equipment and supplies are cleaned after each use.
- If your therapist has not requested the client to wear sports attire or to remain fully clothed then a drape is required. A sheet will be used to drape the client and only the area of the body being worked on will be exposed.

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**Client printed name**

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**Client signature**

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**Today's date**