
Important Information for Clients

Session Guidelines

1. An additional 15 minutes of complimentary time may be added to each session, including time for assessment and feedback.
2. Sessions begin and end at the scheduled time, regardless of client arrival time.
3. A 24-hour notice is required for cancellations or rescheduling. Missed appointments will be billed at 50% of the scheduled service price. Emergencies may be accommodated at the therapist's discretion.
4. To maximize the benefits of massage therapy, clients must accurately complete and update the Wellness Chart as needed. Clients are expected to communicate openly and honestly and take responsibility for their health to prevent any issues.
5. Personal and professional boundaries will always be upheld. Inappropriate behaviour from either the therapist or client will not be tolerated.
6. Sexual harassment is strictly prohibited. If a therapist feels their professional comfort is compromised, the session will be terminated immediately.
7. Clients are encouraged to shower in the morning before their massage for health, hygiene, and relaxation benefits. For facial treatments, the therapist requires a clean face free of foundation. If necessary, the therapist may remove makeup using neutral cosmetic wipes.
8. Payment is due after the session unless prior arrangements have been made.

What Clients Can Expect from the Therapist

1. The therapist will provide a competent and professional massage at every appointment, addressing the client's specific needs for each session.
2. Each client will receive a personalized treatment plan tailored to their individual needs.
3. The therapist will maintain accurate records and review charts before each session.
4. Clients will be properly draped and are required to wear underwear at all times during the massage to ensure dignity and therapist comfort.
5. Privacy and confidentiality will be maintained at all times. No session details will be shared without prior permission.
6. Clients will be treated with respect and dignity, regardless of their age, gender, race, national origin, sexual orientation, religion, socio-economic status, body type, political affiliation, health condition, or personal habits.
7. The therapist does not provide medical diagnoses.
8. The therapist will only perform services within their qualifications and will refer clients to specialists when necessary.

9. If the therapist is unable to work, they will provide at least 24 hours' notice. If a full session cannot be completed, the time will be compensated, and the fee will be adjusted.
10. If agreed upon, the therapist will confirm appointments 24-48 hours before the session via the client's preferred method of communication (email, SMS, Facebook message, or phone call).
11. All equipment and supplies used will be clean and safe.

Disclaimer

Massage therapy is not a substitute for medical treatment or medication. Clients are encouraged to continue working with their primary healthcare provider for any medical conditions. Massage therapists do not diagnose illnesses or diseases, nor do they prescribe or adjust medications.

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