

TMM Policies and Liability

- **Scope of Practice:** Massage therapy is not a substitute for medical examination or diagnosis. Your therapist does not prescribe medical treatments or pharmaceuticals and does not perform any spinal adjustments. If you have any serious medical diagnoses/post-surgery, you must provide a physician's written consent prior to treatment.
- **Areas Addressed:** Unless otherwise noted, your therapist will address all areas of concern discussed prior to your session, with the exception of the breasts and other private areas. If you would prefer an area to not be addressed (such as feet, abdomen, gluteal muscles, scalp, etc.), please inform your therapist prior to the start of the session so they may insure your comfort.
- **Massage Techniques:** Your therapist will likely use a combination of massage techniques (such as effleurage, petrissage, trigger point, myofascial release, stretching, etc.) to create a personalized session based on your specific needs. Please communicate with your therapist if there are any techniques you would like to request or avoid, as well as which areas you would like to be addressed and range of pressure.
- **Intoxicants and Medications:** If it appears that you are under the influence of drugs or alcohol, the session will not continue, and you will be charged the cancellation fee. If you take prescription medication, please consult your physician prior to your appointment so that you and your therapist can be made aware of any side effects or contraindications that could affect your safety.
- **Hygiene:** Proper hygiene and cleanliness are expected of both the client and therapist. Please refrain from using strongly scented products such as cologne, perfume, cigarettes, or scented lotions prior to your session since other clients and your therapist may have chemical sensitivities.
- **Modesty:** Draping will be used during the session at all times, *no exceptions*. There is also an option to conduct your session fully clothed. Your therapist does not perform breast massage on female clients without prior written consent from the client and therapist. If either client or therapist is uncomfortable for any reason, they may ask to conclude the session and the decision will be respected.
 - **Harassment:** Harassment of any kind is not taken lightly and will not be tolerated at Terrell Medical Massage. Our practitioners reserve the right to end a session at any point if they feel uncomfortable with a conversation, certain body movements, or if sexually suggestive comments, questions, or behaviors are displayed. Harassment will result in the banning of a client, **a report filed, and the potential of criminal charges being pressed depending on the severity of the situation.**
- **Cancellations and Rescheduling:** Cancellations must be made at least 24 hours prior to the appointment to avoid being charged the cancellation fee at 100% of the session. A new session may be scheduled once the full cancellation fee has been received.
 - Extenuating circumstances will be addressed on a case-by-case basis, as life can be unpredictable.
- **Lateness:** Please arrive a few minutes early so you may begin your session on time. Arriving late to your appointment may result in a shorter session and the full fee will still be applied.
 - The therapist may apply a **15 minute grace period**, after which the appointment will be considered a no-show and the late cancellation/no-show fee will be applied.
- **Series Sessions and Gift Certificates:** 6 Pack Series, 3 Pack Series, and Gift Certificates must be used within 1 year of purchase. After 1 year, the gift certificate or remaining series will be forfeited.
 - Late cancellations will be deducted from the series. If the series has been completed, the full session fee will be applied unless there is a purchase of a new series.
 - Extenuating circumstances will be addressed on a case-by-case basis, as life can be unpredictable.
- **Health and Medical Conditions:** I agree to inform the therapist of any changes in my health and medical condition. I understand that there shall be no liability on the therapist's part should I forget to do so.
- **Social Relationships:** In the interest of maintaining a proper and professional relationship, we do not socialize with clients online or offline.

All contact, health information, and discussions during your session are completely confidential and will not be shared with anyone without a subpoena or written consent.

It is important that you are as detailed as possible so we can be aware of any contraindications or accommodations needed to provide a safe and comfortable session.