



# Essential Balance

Holistic Wellness Center

## Client's Rights, Responsibilities and Expectations

As the Massage/Reiki client, I understand that:

- **The time I schedule with the therapist is reserved just for me. If I must reschedule my appointment I will give at least 12 hours advance notice. No shows and cancellations made less than 12 hours before a scheduled appointment will be charged for the full session.** At the therapist's sole discretion, exceptions may be made for emergency situations. **Client initials** \_\_\_\_\_
- My written consent is required prior to any massage being given.
- I will be required to complete a medical history questionnaire that is thorough, accurate and up to date. I will notify the therapist when changes occur in my physical, mental and/or emotional health or if my medications change. Some medical conditions may contraindicate (disallow) massage and that some conditions may require a physician's approval before massage can take place. The Massage/Reiki Therapist assumes no liability if the client fails to fully inform him/her of a medication or medical condition, or change of medicine or medical condition, which may contraindicate massage.
- Contagious viral or bacterial infections, acute cough, excessively runny nose and/or fever contraindicate (disallow) all massage. I should inform the therapist if I am pregnant or trying to become pregnant so that he/she can make appropriate modifications to my session. I further understand that other conditions, such as fungal infections of the skin and localized edema, contraindicate massage in the local area. It is my responsibility to inform the therapist of any such condition BEFORE the massage session starts so that appropriate precautions can be taken.
- I am to shower or bathe the same day that the therapy session is scheduled.
- I am not to eat a heavy meal less than two hours prior to my massage session.
- I am not to be under the influence of alcohol or drugs at the time of a massage appointment.
- I have a right, and the therapist has a responsibility, to keep me properly draped at all times, exposing only the area being worked upon at any given time. At NO time will the therapist intentionally expose or touch the breasts or genitals.
- The therapist is a trained, licensed and experienced massage therapist. I will treat the therapist, the massage profession and the massage facility with respect. Sexual remarks and sexual behavior (explicit or implied) will not be tolerated. Offensive and/or sexual speech/behavior will result in the immediate termination of the massage session. A repeat offense will result in the termination of the therapeutic relationship.
- I have the right, at any time, to request (and expect) that any procedure or technique be modified, changed or stopped immediately. I can, at any time, refuse a procedure that I consented to in a previous session and that I can even refuse to continue a procedure during a session anytime after giving consent. The therapist does not want or expect me to consent to any procedure or technique that makes me uncomfortable in any way.
- I must communicate my needs and desires to the therapist before, during and after the massage session so that I can maximize the positive effects of my therapy. I must let the therapist know when he/she can apply more pressure or when his/her pressure is too deep. I must tell him/her when any application is painful or uncomfortable.
- I have a right to feel safe, comfortable and appropriately draped during the massage session. If at any time I feel uncomfortable, or improperly draped, I will inform the therapist immediately.
- I must inform the therapist, as soon as possible, of any negative effects that I attribute to his/her bodywork/energywork.
- I have the right to present any grievance concerning the massage/Reiki therapist, the therapy session or the facility to the Florida State Board of Massage Therapy: **MQA@doh.state.fl.us**

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**Client Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_