



# 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 24 hours advance notice. No shows and cancellations made less than 24 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.EnforcementULA@flhealth.gov**  
**Department of Health**  
**4052 Bald Cypress Way, Bin C75**  
**Tallahassee, Florida 32399-3260**  
**850-245-4339**

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



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## Therapist's Ethics, Code of Conduct and Interaction Policy

As your Massage/Reiki Therapist:

- I acknowledge my responsibility to guide my actions to serve your (the client's) best interests, by providing personalized care and appropriate massage therapy techniques (within my scope of practice) to ensure your safety, comfort and wellbeing during each therapy session.
- It **IS NOT** within my scope of practice to diagnose, prescribe for or treat any specific illness or medical condition. Any verbal discussions of general conditions are meant only to suggest options for you to discuss with your physician.
- **IT IS** within my scope of practice to assess and treat soft tissue structures of the body (e.g., skin, muscles, fascia, tendons and ligaments) to achieve relaxation, relieve muscular tension, reduce muscular pain, improve circulation and open and balance the flow of life energy (Qi) through the body.
- I will perform services for which I am qualified and trained to do. I will refer you to an appropriate bodywork specialist or medical professional when needed treatment or bodywork does not fall within my scope of practice.
- I promise to maintain my professional licensure and business credentials up-to-date and in good standing at all times.
- I promise to constantly strive to learn and implement new and better ways to meet your needs. I will make sure to stay up to date on the latest and best therapeutic and business advancements including completing at least 12 hours of bodywork-related continuing education credits per year.
- I promise to keep my facilities and equipment safe and clean at all times. I promise to clean and disinfect all surfaces and equipment that may come into contact with clients before and after each treatment. I also promise to provide freshly laundered, disinfected linens for each massage session.
- I promise to use only high quality, hypo-allergenic massage products such as oils, lotions, gels, powders, essential oils, etc.
- I will be properly bathed, groomed and appropriately dressed in clean, professional clothing for every massage/Reiki session.
- I promise to never be under the influence of alcohol or drugs at any time while practicing massage.
- I will treat you with respect and dignity without respect to age, race, gender, gender identity, sexual orientation, body-type, state of health, socio-economic status, religion, political opinions/affiliations or life philosophy.
- I will keep all of your records, all of your conversations with me and all information that I obtain from you private and strictly confidential.
- I promise to assist you in your education process and to encourage you to become an active participant in your wellness process.
- I have the right to refuse to perform, or to discontinue a massage therapy session, if I become aware that you have a viral, bacterial or fungal infection, bad cough, fever or any other condition that locally or systemically contraindicates massage.
- I have a right to refuse to perform, or to discontinue a massage therapy session if I become aware that you are intoxicated.
- I have the right to refuse to perform, or to discontinue, a massage therapy session, without refund, if you are disrespectful, express sexually explicit or suggestive remarks, make sexual advances or display any unwanted, harmful or offensive behavior. I further understand that this may lead to your immediate termination as my client.
- I promise to give you at least 12 hours notice in the rare and unlikely event that I must cancel an appointment. If I am unable to provide at least 12 hours notice, your make-up appointment is free.

**Therapist Signature/MA:** \_\_\_\_\_ **Date:** \_\_\_\_\_