

## **Policies and Procedures**

Brittnee Phillips, LMT understands that unanticipated events occur in everyone's life. Unforeseen events such as sick children, car problems, traffic considerations, business meetings, and project deadlines, are just a few reasons why one might consider canceling a massage appointment. In my commitment to provide a unique and outstanding massage experience to all my clients and out of consideration for my time, I have adopted the following policies:

### **MY ARRIVAL TO YOUR SESSION**

I will arrive for your appointment 15 minutes prior to the scheduled starting time to allow time for set up practices. All services offered have a specific time schedule and a slightly early arrival allows for me to create a relaxed and unhurried experience. Please know that once ready, and your appointment time arrives - and you arrive late for your scheduled session, your session will be shortened in order to keep on schedule for my other clients. Full fee will be charged. Every client is important to me and since my sessions are for the full allotted time billed, I want to be able to keep everyone on schedule which helps keep everyone's lives a little more stress free.

### **CANCELLATION POLICY**

Brittnee Phillips, LMT has a 24 hour cancellation policy. Appointments that are made same day are subject to the paying full price of the visit for a no show. The reason for this is the appointment is already within the 24 hour cancellation period when the appointment was booked. There will be a cancellation fee (thus no refunds) for any massage sessions not canceled within the 24 hour time frame.

### **SCHEDULING APPOINTMENTS**

A credit card will be required for all scheduled appointments and for all first time appointments to guarantee and reserve that time for you. If you choose to not book online (which is secured with a credit card), please know all requests made via telephone will require a credit card to reserve the appointment. However, your card will not be charged at the time of reservation. You may use it to pay for services at the completion of your appointment or some other form of payment. Your credit card will be charged the full fee in the event of a cancellation less than 24 hours or a no show/no call event. If you need to make a change to your reservation on the day of the service, such as moving the appointment time, a fee may be applied due to limited availability. If you are booking your massage within 24 hours of the actual appointment, and then there is a cancellation, you will be charged the full amount of the appointment.

**Payment methods:** Payments accepted include credit/debit cards, cash, and personal checks. Any returned checks will be charged a \$35 fee and must be resolved within 5 business days of notification. If not resolved, the check will be turned over to the authorities for prosecution. Also, I reserve the right to no longer accept personal checks from individuals that I receive a returned check notification in the future.

### **LATE ARRIVAL POLICY**

To be fair and courteous to all clients, appointments will be automatically cancelled 15 minutes after scheduled start time and charged according to cancellation policy. If possible, we will accommodate a partial appointment. This will be at our discretion and only with proper, advanced notification of your late arrival.

### **SCOPE OF PRACTICE**

Brittnee Phillips, LMT is a licensed professional and holds herself to the highest standards of the American Massage Therapy Association and the Alabama Board of Massage Therapy. Massage Therapy is a profession in which the scientific manipulation of the soft tissues of the body for the purpose of normalizing those tissues and consists of manual techniques that include applying fixed or movable pressure, holding, and/or causing movement of or to the body, with the intention of positively affecting the health and well-being of the client.

Massage Therapists do not diagnose illness, disease or any other physical or mental disorder. As such, I do not prescribe medical treatment or pharmaceuticals nor is any spinal adjustment performed.

Massage therapy is not a substitute for medical attention, and it is essential that all health information provided be true and correct. Nor am I allowed to provide treatment for a specific condition without a doctor's supervision. The massage therapist is required to refer you for diagnosis and to follow recommendations of your physician.

### **REFUND POLICY**

If a cancellation occurs more than 24 hours in advance, rescheduling will occur for my clients without a refund. Please note that there is a rescheduling limit of 3 times. Once a person cancels and reschedules 3 times and does NOT attend the session, all monies are forfeited. No refunds will be provided for monies paid or cancellations received **less than 24 hours** before a scheduled appointment. No refunds are provided after services have been rendered. **Cancellations (without rescheduling) received more than 1 week prior to the scheduled session are eligible for a 50% refund, and cancellations received less than 1 week prior to a scheduled event are eligible for a 25% refund. Brittnee Phillips, LMT reserves the right to make the final decision on any and all refunds issued.**

### **SICKNESS POLICY**

Brittnee Phillips, LMT recognizes that both massage therapists and clients are vulnerable to infections and given that I ask clients to cancel appointments when they are feeling unwell and we will do the same for you. If you have any of the following contagious illnesses the massage session will be rescheduled: Diarrhea, Vomiting, Fever, Sore Throat, Poison Ivy, Flu, Chicken Pox, Head Lice, Impetigo, Ringworm, Common Cold or anything that is, or could be contagious please reschedule your appointment as soon as you are feeling ill. Cancellation fees will apply if we are within 24 hours of the scheduled appointment time. **HOWEVER**, we can credit those fees toward your next visit (due to sickness) if the appointment is rescheduled. If multiple cancellations/rescheduling occurs due to illness (3 times), then all monies are forfeited, without a credit toward another visit.

### **SEXUAL MISCONDUCT**

Sexual misconduct is forbidden. Clients understand that any illicit or sexually aggressive remarks, advances or gestures will result in the immediate termination of the session and client will be liable for full payment of the scheduled appointment and reporting to all authorities, as well as any other entities deemed necessary (licensing boards) will result.

### **RESPECT FOR CLIENT NEEDS AND BOUNDARIES**

The client may choose to leave on as much clothing as needed for comfort, refuse any massage methods, or stop the massage at any time and is free to leave; the treatment room doors will never be locked. The client will always be modestly draped. Only the area being massaged will be undraped. The clients will be kept informed of the area to be massaged. Occasionally, an emotional response to massage may occur. If this happens, it is absolutely ok to express those feelings in our safe, nonjudgmental environment - or you may request privacy and end the session. You are always in control of your massage session.

### **PROFESSIONAL BOUNDARIES**

Requests for sexual activity will not be tolerated, will be viewed as solicitation, and reported to the proper authorities if the therapist chooses, under the guidelines of the massage therapy policies and procedures. The client will not be rescheduled if this occurs. The breast and genital area will not be massaged under any circumstances. Permission will be asked before working close to these areas; otherwise, a professional distance will be maintained. Also, low back, hip & gluteal area will be massaged only with permission and can be worked through the draping if requested. Sexual interaction or discussion of any kind between the client and the massage therapist is NEVER appropriate. On rare occasions an involuntary sensual response to massage is natural and should subside on its own in a few moments. I do not massage anyone under the age of 17 without signed intake form from parent/legal guardian. Parent must be present for first session and must be the one to schedule the appointment(s) after the first session. Parent/legal guardian must be present in the room for anyone under the age of 16. We have the right to refuse service and therapist or client may end the session at any time. If therapist ends session due to Sexual Misconduct full payment will be processed. If the therapist feels at any point their safety is compromised, the session will be stopped immediately and authorities may be called and full payment processed.

### **CONFIDENTIALITY AND CONVERSATION**

The discussion between the massage therapist and the client is confidential. The client may or may not choose to talk during the massage. I am happy to listen to your conversation and share my professional expertise. I prefer to not discuss topics of a political or private nature.

### **EXISTING AND NEW MEDICAL CONDITIONS**

It is the responsibility of the client to keep the massage therapist informed of any medical treatment (including surgery) or medications currently being taken, and to provide written permission from the physician, chiropractor, physical therapist, etc., as needed, that the massage may be continued. **For the**

BRITTNEE PHILLIPS  
MOBILE LICENSED MASSAGE THERAPIST

**safety of my clients, massage services for those that have had surgery will not occur for a minimum of 6 weeks. A release from your physician that specifically states you may receive massage services will be required.** The client must also keep the massage therapist informed of any changes in health conditions.

These policies and procedures are subject to change at any time.

Client Full Name (Printed): \_\_\_\_\_

Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_