

Dear Client,

Your massage session is designed to create a space for serenity and healing. The following policies ensure understanding of the conditions needed to support a therapeutic massage session.

First time clients: Appointments with first time clients include a 15 minute information session. I will ask for your medical history, cover the steps involved in a session, and we will set your goals. It will be followed by the full scheduled massage session.

Tips are NOT expected. If a session duration is extended with your consent, a fee may be charged for the extra minutes.

Office Hours

My office hours are Monday through Saturday. I work by appointment only.

Lateness and Cancellation Policy – Please initial.

- _____ **Late policy:** Please call, if possible. Sessions start and end at the agreed time, and you are urged to be at my office on time to receive your full hour of work. Arriving late will reduce your time in the session, but will not alter the fee.
- _____ **Cancellations:** Session time is valuable – yours and mine. I bill in full for missed appointments or canceling/rescheduling with less than 24 hours notice. Likewise, if I cancel/reschedule with less than 24 hours notice, you will receive the next session at no charge.
- _____ **Illness** is unavoidable. If you are ill, please call to discuss the advisability of receiving a massage (see list below.) I also will call to reschedule in the case of illness on my part. In the case of notice of illness with less than 24 hours notice or the case of emergencies, please call to inform me. I reserve the right to make a determination as to the appropriate action.

Scope of Practice

As a Licensed Massage Therapist, I do not diagnose, prescribe medical treatment or pharmaceutical prescriptions. It may be inadvisable to perform massage at certain times, or treatment may need to be modified. Such times may include:
congestion from a cold, bronchitis, etc.; fever or acute infectious diseases such as flu, strep throat, etc.; recent surgery; recent consumption of alcoholic beverages; or use of prescription pain medications

Session Guidelines

To ensure your comfort and maximize the benefits.

- **Cell phones are turned off.**
- Your comfort is key to a therapeutic massage. I will be checking in with you with questions on how you are feeling. I invite you to **speak up immediately** if you feel any discomfort, prefer a change of pressure, or for any other reason.
- I make every effort to ensure your comfort and safety, and to protect your privacy and modesty.

Erica Bliss Winston
Licensed Massage and Bodywork Therapist (NC # 4797)