



Massage Therapy Policies

Appointments/ Hours:

- Massages are by appointment only. Appointments are available weekdays, evenings, and weekends.

Payment:

- Due at the time of appointment. We accept cash, gift certificates, checks, Venmo, CashApp, Zelle, PayPal, Visa and Mastercard.
 - Please make checks payable to "Chelsea Thompson"
 - There is a \$15 fee for each returned check.
- Some insurance companies offer coverage for Manual Therapy (MT)/ Complementary and Alternative Medicine (CAM). Please contact your company for more information.
 - Client is responsible for any fees the insurance company does not pay.

Schedule/ Appointment Policy:

- A Twenty four (24) hour notice is required when canceling an appointment (except in emergencies). Any client who does not abide by this will be billed 80% of the service fee for the first incident, and 100% of the fee for all subsequent incidents. (effective 04.01.09)
- Penalty may be waived if replacement is found.
- We will attempt to confirm your appointment at least 24 hours in advance. Please make sure we have a number where a message can be left if you're not available. We are not responsible for incorrect phone numbers. Ethics:
- Parents must accompany children under 18 years of age at all times and fill out and sign all paperwork. • Turn off your cell phone & other electronic devices before entering the massage.
- Underwear/panties must be worn at all times. Bras are optional. No exceptions.
- Clients with certain health issues and not under the care of a physician may be required to present a medical release before receiving a massage. (please see contraindication section)
- The therapist has the right to immediate termination of the massage/ permanent ineligibility for services if behavior is deemed inappropriate.

Confidentiality:

- Discussions between the massage therapist and the client are confidential, and all information is kept private. I do not release personal information without a court order or your written permission.

Client Concerns:

- Chelsea Thompson is licensed and maintains an insurance membership in national massage organizations.

Contraindications:

- Total Contraindications-When you have any of these conditions, please do not book a massage: ◦ Fever/ Contagious diseases (cold, flu)
 - Under the influence of drugs or alcohol-including pain medication
- Medical Contraindications- If you suffer from any of the following conditions, massage can only take place once it has been approved before your session in writing by your Physician.
 - Cardiovascular conditions (thrombosis, phlebitis, hypertension, angina, pacemakers, edema)
 - Psoriasis or eczema
 - Osteoporosis
 - Cancer
 - Nervous, psychotic conditions, Epilepsy, Bell's palsy, pinched nerves
 - Diabetes
 - Excessive swelling of the extremities?
 - Recent operations / acute injuries

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