

The first appointment begins with an interview, a health history, and an assessment, so please allow an extra 15 minutes. If, during my assessment, I determine with reasonable certainty that my work cannot help you, we end the session at that time and you are not charged for the initial appointment.

Massage sessions may start with the client lying face up or face down, depending on the purpose of the session. If the session focuses on a particular injury, that body part is often worked on first. For a general stress-reduction session, the back and neck are worked on first, followed by legs, feet, and arms. Clients can ask for different parts of the body to be worked on or not worked on and are encouraged to discuss this at the beginning of the session.

Privacy and confidentiality are maintained at all times, and I comply with HIPPA regulations. Clients are given complete privacy to disrobe to their comfort level. During the session, clients are covered and draped with sheets and towels.

Some kinds of massage sessions use oil or lotion, and others do not. I can use allergen-free products if preferred. During the session, clients are encouraged to relax and inform me if anything makes them uncomfortable, either physically or psychologically. I will also check in with you to determine if the pressure of the touch is right for you. If something feels uncomfortable during the session, please speak up immediately. I want to know as soon as possible so that I can be responsive to your needs and design the massage for your unique benefits. If you experience any pain during this session, please let me know so that my therapy can be adjusted to your level of comfort.

If you are receiving a massage related to an injury, you might be sore for one to two days.

I reserve the right to refrain from working on a person who is under the influence of alcohol or drugs. Sexual harassment is not tolerated. If either the client's or the practitioner's safety feels compromised, the session is stopped immediately.

If you wish to cancel an appointment, you must do so 24 hours in advance, or you are charged for the full amount of the session unless the appointment can be filled. I am willing to make an exception for an emergency, at my discretion. If I need to cancel an appointment, I do so within 24 hours whenever possible. If I cannot do so, your next session is at no charge.

If a client is late for a treatment session, the session still ends on time. If I am late, the session lasts the full time or the treatment rate is discounted.

Payment is due at the time of service. I do not bill clients nor provide direct billing for insurance. Sometimes private insurance companies reimburse clients for my services. It is best to get a prescription from a doctor if you wish to submit to your insurance company. I provide you with a receipt but cannot guarantee that your visits will be covered by insurance.

Individuals who have financial constraints are welcome to discuss this with me to see what can be worked out.

Heart through Hands