



**THERAPEUTIC MASSAGE AND MOVEMENT
715 HILL ST. SUITE 122 MADISON, WI 53705
robb.seal@pbmad.com 608-285-2124**

Policies & Procedures

GENERAL INFORMATION AND EXPECTATIONS:

* Communication and effective treatment are among our highest priorities. If anything your therapist says or does is unclear to you, please let us know and we'll be happy to clarify it. Likewise, if anything feels uncomfortable, such as insufficient or excessive pressure, unsatisfactory technique, draping or hand placement, please inform us so we can make necessary adjustments immediately.

* You may expect punctuality, preparedness, and good hygiene in the bodywork you receive from us. In return, we ask that you arrive on time and be ready for your appointment with appropriate cleanliness as well.

* We do not perform therapeutic massage and bodywork while under the influence of alcohol or heavy medications. Likewise, we reserve the right to refuse treatment to an individual who is visibly intoxicated. IF YOU ARRIVE NOTICEABLY UNDER THE INFLUENCE OF INTOXICATING SUBSTANCES, WE MAY TERMINATE THE SESSION IMMEDIATELY AT OUR DISCRETION. Payment will still be due in full.

* Your kindness is always appreciated. We gladly accept tips and small tokens of appreciation, but reserve the right to refuse any gift, offer or invitation that may compromise the integrity of the therapeutic relationship.

* The scope of practice of massage therapists and bodywork therapists does not include diagnosis of illnesses or other medical conditions. If your complaint falls under a category or level of severity which is outside our scope of practice or which we are not adequately trained or legally licensed to treat, we will make every effort to refer you to an outside practitioner or specialist with expertise in that area.

* We adhere to the ethical policies and procedures of the American Massage Therapy Association (AMTA), as found here:

<http://www.amtamassage.org/About-AMTA/Core-Documents/Code-of-Ethics.html>

* Our practitioners are licensed by and follow all applicable laws and statutes governing the practice of massage therapy and bodywork therapy in the state of Wisconsin, as found here:

https://docs.legis.wisconsin.gov/code/admin_code/mtbt/1.pdf

PRIVACY, CONFIDENTIALITY, AND TECHNIQUE:

* The personal information which you choose to share with any of our practitioners during a session will be held in strictest confidence, in accordance with the document [Notice of Privacy Practices](#).

* Your privacy will be respected at all times. Before the treatment portion of the session begins, your practitioner will leave the room, giving specific instructions about getting on the table. Please undress to your level of comfort. Your practitioner will knock before re-entering. Note--IT IS NOT MANDATORY TO UNDRESS IN ORDER TO RECEIVE BODYWORK! Certain techniques can also be effective if you choose to remain fully or partially clothed.

AVAILABILITY, CANCELLATION AND LATENESS:

* In the event of lateness on the part of the client, the full session length can not be guaranteed. If, for any reason, we are late to an appointment, the amount of time missed will be made up free of charge.

* DUE TO SCHEDULING COMPLEXITY, IT CAN BE DIFFICULT TO FILL AN APPOINTMENT TIME OPENED BY A CANCELLATION. IF YOU MUST CANCEL YOUR APPOINTMENT, PLEASE DO SO AT LEAST 24 HOURS IN ADVANCE BY TEXT OR VOICE MAIL TO 608-285-2124, OR EMAIL ROBB.SEAL@PBMAD.COM. **YOUR CANCELLATION WILL BE COMPLETE ONLY AFTER YOU'VE RECEIVED A CONFIRMATION REPLY.** FULL PAYMENT WILL BE EXPECTED WITHIN 30 DAYS FOR APPOINTMENTS MISSED OR CANCELED LESS THAN 24 HOURS BEFORE YOUR SCHEDULED SESSION TIME.

* If, for any reason, we must cancel an appointment within 24 hours before your scheduled session time, we will notify you at your callback number or other preferred method of communication and attempt to reschedule your appointment at the earliest convenience. As an apology to you, the rescheduled appointment will include an additional 15 minutes.

REFERRALS, DISCOUNTS AND SPECIAL OFFERS:

* Gift Certificates and Special Offers must be used by the "PLEASE REDEEM BY" date, unless other arrangements are made in advance. Standard "REDEEM BY" dates are 1 year after a single session purchase or multi-session purchases.

SPECIAL NOTE:

* You have the right to terminate your session at any time for any reason not covered in these policies. However, payment will still be due in full at that time.

PLEASE FEEL FREE TO REQUEST A COPY OF THESE POLICIES AND PROCEDURES FOR YOUR RECORDS/REFERENCE, OR TAKE A PHOTO OF THEM TO REFER TO IN THE FUTURE!

AVAILABLE ON THE WEB AT: <https://premierbodyworkmadison.com/forms>

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