

Therapy 4 Body and Mind TM – Massage FAQ

This will hopefully help answer some of the questions I frequently get asked...

What locations do you work from?

- My main working location is the Everyone Active, Frogmore Leisure Centre in Yateley. For full details see the contact page on my website.
- If there is an issue with you getting to the location, I can work from your home if there is enough space for the massage couch (190cm x 85cm) and me to move around (please remember I will bend and lean, so need space to do this). Ideally you will also have somewhere private and quiet for the treatment, to get the benefits.
- Event locations – if allowed by the organisers and a suitable position for the massage couch can be found.
- If you are a business and wish to offer this service as a way for your employees to relax, then I will need a room with enough space (please see the first point). There are adaptations that will be made, and costs can be discussed.

What should I wear?

Something you are comfortable in; whilst massage can be done over clothing or towels, it is best skin to skin. Ideally you will have shorts and a t-shirt that you can remove (ladies you're welcome to wear a bra but depending on the treatment area, an easily removable one is best). You can of course wear warmer items over the top of these, you will also be given privacy to remove clothing and as required to treat.

In a business setting, I understand that you might be in smart work attire. You should ideally bring a towel/s appropriately to ensure modesty. I will bring some spare items in case you forget, and will remove all excess oils, lotions or wax mediums after the massage is complete. The massage can also be done through clothes but could be less effective and enjoyable.

How do I book with you?

There are a variety of ways that you can get in touch with me, if you're a new or potential client you can call or email me, to discuss your needs.

If you're an existing client, you can do the above, WhatsApp me or book through the link in the website. You can also book my services through the Fresha App (this will show my availability).

If you're running late or it is about an upcoming appointment, please call, text or WhatsApp me.

If I am not able to answer, there is voicemail, and you can leave me your details and I will call you back.

I am also contactable through social media pages if it is a general enquiry, and you can use the messenger service associated with these. Messages through this method will be responded to, normally within 48 hours unless I'm away.

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Treatment times

All treatments will have a consultation at the beginning; this is built into the treatment time which means if you are having an hour massage allow for 75 minutes of treatment. Please be aware that if you are having a sports massage and it is specifically due to an imbalance or injury, or you are requiring rehab, the consultation might take longer, and therefore any massage treatment time will be shorter.

During the initial consultation if it becomes apparent that treatment cannot go ahead for any reason, there will be a charge for the consultation which will be removed if the session is rescheduled at the time for within 2 months.

Late Arrival and Cancellations

Please also read the section above regarding contact.

If you are running late for a treatment, please let me know as soon as possible, as I know life can sometimes get in the way. Please note that this might mean that your treatment is shortened or required to be rescheduled.

Where it must be rescheduled or cancelled and it is less than an hours' notice, a £15 charge will be requested. As I am sure you understand this time has been allocated to you and I incur charges which cannot be made up within that shorter time frame.

Should cancellation be within 24 hours there is no charge for rescheduling or cancellation. However, should you rebook for a treatment at a later date, then an initial booking fee of 50% will be requested. This will be taken off the total cost of the massage on completion of the treatment.

If the cancellation or no-show is due to Covid or illness, it will be discussed and resolved at my discretion on a case-by-case basis.

I appreciate your understanding on this.

Accessibility/ Mobility

Where treatment happens outside of the Everyone Active location I will require notice of any stairs, parking requirements, and accessibility information. Ideally, I will be able to park as close to your property or the location for the massage, as I will need to carry my equipment and manoeuvre it to do the massage.

Should massage be in your own home, then as long as there is the necessary space (as mentioned in working locations) any space in the house should be fine. I am happy to discuss and do a video call to review the working space if you are unsure of suitability.

Please note if I have not previously worked from the location and upon arrival find the space is not suitable, I will review options with you. It might be that some form of massage or treatment can be done if there is a safe and respectful location for all. However, if not, then it will be treated like a last-minute cancellation, and a fee will be charged.

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As for your mobility, you will also be expected to be able to undress/ redress without assistance and as long as there are no contra-indications for me to complete the work, then I am happy to do the massage.

Can I have a friend there during my treatment?

Whilst I understand that it can seem intimidating the first time, there is no need to be nervous as everything will be explained to you and agreed before anything happens.

However, I have no problem with someone sitting in the room and observing if there is space, what I would ask is they don't talk to you so I can concentrate on your needs and massage fully. Please make me aware at the time of booking if you wish for someone else to be with you.

If you are male and are not a previous client, and I have not previously met you, I might request that your partner or someone else be in the room initially. This is to protect both you and I, from any unnecessary misconceptions or issues.

Feedback

I will ask for feedback during and at the end of the treatment. Please provide it as this helps me improve your experience. However, if upon reflection you have further feedback you are welcome to email: therapy4bodyandmind@gmail.com

Male massage

Yes, I do massage for both men and women.

However, I know from conversations with male friends that getting a massage can be a concern, or that during the massage it can be hard to relax due to a concern of getting aroused (no matter the sex of the therapist). I want to allay your fears, for starters you'll be wearing your shorts/ boxers and be covered by a towel.

Secondly, I don't care, I will be focusing on releasing the tension from your muscles, increasing the blood flow to the areas that need it and helping you recover. I probably won't notice, I definitely won't be embarrassed, and neither should you, just relax and enjoy the massage.

Threatening behaviour, bad language, or behaviour of a sexual nature

These will not be tolerated at any point. Should this happen, I will stop the treatment and ask you to get dressed and leave, should you be suitably dressed then I will ask that you leave the room immediately. If you refuse, or there are further issues, I will inform the front desk of the situation and ask a colleague for support or to inform the police.

If it is at your home, I will ask that you leave the room immediately and provide space for me to collect my things and leave. You will be charged for the cost of the treatment or lost time.

Where I feel that it is not safe for me to remain at the property to collect my equipment, I will leave and call the police to help recover the items left behind.

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Complaints Procedure

In the event that you wish to complain, I would ask that you initially talk to me or email me at:
therapy4bodyandmind@gmail.com

Should you have concerns of professional misconduct, then this can be raised with the Federation of Holistic Therapists. [Federation of Holistic Therapists Directory Service](#) | [The official FHT register](#)

