

CALIFORNIA HOLISTIC INSTITUTE (C.H.I.) STUDENT MASSAGE CLINIC POLICIES

The following are policies to which you agree to abide by when you book a massage in C.H.I.'s student massage clinic:

- The student massage practitioners are at the beginning level of training and practice Swedish Massage techniques and passive stretches only. They are only allowed to perform modalities and techniques in which they have been trained.
- Massage students are assigned by either the school director or clinic supervisor based on what is the best learning experience for the student. We do not accommodate special requests pertaining to gender, age, race, background, etc.
- Cubicle curtains will be closed while you change and get on and off the table. They may be opened during the session to allow the teacher to check on the students and provide support to them as needed.
- Minors (under 18 years old) are required to have a parent/guardian present in the cubicle for the duration of the massage – OR - If the parent/guardian is also receiving a massage at the clinic then the minor will be assigned to a cubicle next to the parent/guardian and the curtain between the cubicles will be open.

Client Responsibilities:

- As this is a shared space with only curtains separating the cubicles, please no perfumes or strong scents. Arrive with clean personal hygiene.
- Cell phones turned off or on silent; if a call must be taken/made client will leave the clinic room for the duration of the call to avoid disrupting others.
- We ask that you do not talk during the massage unless it is to let your student practitioner know about any issues or discomfort. This allows all clients to relax and enjoy their massage.
- Client will not come into clinic if they are ill or have any contagious conditions.
- Client is responsible for informing the massage practitioner of any medical conditions, any medications which they are taking, and any issues that may impact the massage.
- Control of pressure is up to the client. Client may ask for more or less pressure during the massage. *Please understand a student can only give as much pressure as they are able and are taught not to strain or hurt themselves to try and apply more pressure than they are capable of safely.
- Client will notify the student practitioner if they have any concerns with the draping, pressure, or if they have any discomfort immediately.
- Any sexually implicit behavior or comments by the client will result in the immediate termination of the session for which no refund will be given. Furthermore, we will no longer allow the client in our clinic.

- Client will treat students and staff respectfully. Any disruptive behavior or rude comments will result in no longer being allowed in our clinic.
- The client is responsible for their personal belongings. There is a chair provided for you in the cubicle to place your items on.
- Client may not be under the influence of drugs or alcohol when present.

Notes:

- Jewelry can get in the way during a massage so you may want to leave most items at home (like necklaces, bracelets, watches, larger earrings, etc.).
- This is an educational environment, and the priority is the student learning experience, but we do strive for you to have a great massage session.
- The fees cover the costs of running the student clinic. If you would like to give your student practitioner a tip, you may do so, but they are not expected or required. Please use cash to tip should you choose to.
- If a client has any concerns, they should address them with the clinic supervisor or school director.

Business Policies:

- We require a 24-hour cancellation notice or a \$15 fee is due.
- A confirmation call, text, or email from C.H.I. is a courtesy. The client is responsible for keeping the appointment with or without a reminder.
- *Massage sessions will end at the scheduled time.* If the massage session is shortened due to late arrival, the client is still responsible for full payment.
- The massage session *may* be cancelled if the client is more than 15 minutes late and a \$15 late cancellation fee will be due.
- The C.H.I. massage clinic is part of a class. Unexpected student absences may occur, which may cause your session to be cancelled. If that happens, you will be given \$10 off your next appointment at C.H.I.'s student massage clinic.

Please take a moment to familiarize yourself with these policies to ensure a positive experience with us. Booking an appointment indicates your agreement to abide by these policies.

Client Name (print)

Client Signature

Date