



Resilience Massage and Wellness

Clinic Policies & Informed Consent

Health Disclosure

Clients agree to notify Resilience Massage and Wellness of any physical or health conditions that may impact the safety and effectiveness of treatments. These include, but are not limited to:

Currently Pregnant, Fever within the last 48 Hours, Kidney Disease, Deep Vein Thrombosis, Hemophilia, Cancer, Asthma, Taking Blood Thinners, Taking Antihistamines, Diabetes, Hypoglycemia, Skin Conditions/Rashes, Chronic Pain, Headaches, Pain that radiates down arm/leg, Spinal Injuries/Disorder(s), Autoimmune Disorder(s), High Blood Pressure, Low Blood Pressure, Allergies

Clients will notify therapists of all changes in health prior to each session

Scheduled clients will notify the clinic of any exposure or potential exposure to COVID-19

Clients with a fever or experiencing symptoms that may put therapists at risk or that interfere with treatment will be refused service

Resilience Massage and Wellness is not liable for any exposure or contraction of contagious diseases that clients may receive from other clients in our clinic

Therapists may refuse service if a client is under the influence of drugs or alcohol or for any reason the therapist feels massage is contraindicated

Scope of Practice & Solicitation

Massage therapy is not a substitute for medical care. We recommend informing your physicians that you are receiving bodywork.

Resilience Massage and Wellness does not diagnose, prescribe medication or perform spinal manipulations.

In no way will any part of any session in our clinic be sexual. Clients will not solicit or engage in such a manner. Legal action will be taken. Clients will remain properly draped throughout the entire duration of their session. Therapists have every right to end or refuse a session if they feel threatened or uncomfortable.

Clients understand the treatments we offer are for relaxation, stress management, reduction of muscular tension, and other reasons discussed. Although the therapist may discuss possible treatment outcomes and goals, no promises or guarantees are being made.

Cancellation Policy

Clients will cancel within 3 hours of my scheduled service or be charged a \$25 cancellation fee.

Clients who do not show up to a scheduled appointment and do not attempt to notify the clinic, will be charged up to 50% of the cost of the scheduled service(s) to compensate the therapist for their time.

After the first "No Show", clients may be asked to leave a card on file or be required to prepay for future appointments.

Cupping, Scraping & Deep Tissue Services

Our therapists are trained to provide a wide range of bodywork modalities. Clients who request these services understand that discoloration of the skin may occur and is not indicative of that something is wrong. Clients will contact the clinic immediately if they feel that a service has caused harm or injury.

Client behavior & Communication

Clients will respect therapists, other clients and guests of our clinic.

We do not recommend engaging in conversations including sensitive topics such as politics, religion or controversial news items.

Clients will respect therapists' privacy and will not contact them outside of the clinic by phone, email or social media without the therapist's permission. In the event it is necessary that a therapist share their contact information, clients will be respectful and use it for strictly professional purposes.

These policies and procedures are designed to keep our clients, therapists and clinic safe and to allow us to provide the best and most effective services possible. We appreciate your cooperation and adherence to these guidelines. If you have any questions or concerns or feel that your therapist or another guest or employee of our clinic has acted in an inappropriate manner, please contact us at 480-223-7289 or admin@resiliencemassage.com.

Thank You