

Massage by Melissa's Policies and Procedures

Please read and initial next to each section.

Arrival and Forms

Please arrive 5 to 10 minutes prior to your appointment. If this is your first appointment or if you haven't received a massage from me for more than one year, you will fill out a health history form. I must be aware of any medical issues you have or medication you're taking so I can make adjustments to your massage if necessary.

We will take a few minutes to discuss your health history form and what you hope to achieve from your session.

Please keep me updated about any changes in your health history such as medication changes, surgeries, hospitalizations, injuries, or illnesses. _____

Professionalism

Sexual gestures, advances, or remarks will not be tolerated. If any are made, your session will end immediately, you will be liable for full payment of your massage, and the police will be contacted. In Wisconsin this may be considered a sex crime and could fall under either sexual assault or even solicitation. _____

Contraindications

If you have any contagious conditions, please reschedule once they have resolved. This includes colds, flu, bronchitis, impetigo, staph or strep infections, etc. I do not wish to deprive care to other clients because I'm sick, nor do I wish to take these conditions home with me and share them with my family.

In addition to the conditions listed above, there are other medical issues and medications that may be "contraindicated" and massage may not be appropriate or may need to be adjusted. We will discuss this after going over your health history form.

Massage by Melissa has the right to cancel or reschedule appointments based on contagious or contraindicated conditions. _____

Hours and Scheduling

During the school year I take clients Monday – Thursday, and during the summer Monday, Tuesday, and Wednesday (with occasional Thursday and Friday appointments by request). Please visit www.MassagebyMelissaLLC.com for an updated schedule with times.

I am unable to accept same-day appointment requests.

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Online scheduling is available at www.MassagebyMelissaLLC.com (you must schedule at least 24 hours in advance). You can also call or text me at 715-572-5646 (please include your name), or email me at MassagebyMelissaLLC@gmail.com. Because of my schedule, emailing or texting is the easiest way to get a hold of me and it may take me more than 24 hours to return phone calls based on my schedule. I apologize for any inconvenience this causes. _____

Fees

Current prices can be found on my website: www.MassagebyMelissaLLC.com, and are subject to change without advanced notice. _____

Cancellation and No-Show Policies

If you need to cancel your appointment, I require 24 hour notice. If you cancel in less than 24 hours or you no-show for your appointment, you will be charged for your missed appointment. If you have a gift certificate or eGift Card, the amount owed will be deducted from that. Please respect that I must find childcare during the massages I provide, and having a client no-show is a costly inconvenience when that spot could have been taken by another client.

I realize that it's not always possible to provide ample notice. If you are sick or have a personal emergency, please contact me as soon as possible to cancel your appointment. You will not be charged for your missed appointment. If this is a reoccurring issue, pre-payment will be required. _____

Late Arrival Policy

If you are late for your appointment you will receive the remainder of your scheduled appointment time and will be required to pay for your full appointment. If you will be running late, please give me a call; I may be able to fit in your full appointment.

If you are more than 15 minutes late, I will try to give you a call at the phone number you provided when scheduling your appointment. If I'm unable to get a hold of you your appointment will be cancelled and you will be considered a no-show and liable for full payment of your missed session.

Confidentiality

Health history forms as well as anything discussed during your appointment will remain confidential and will not be shared with anyone unless required by law or with your written consent. _____

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Draping

You will be modestly draped during your massage with a sheet and blanket. Only the area I'm currently working on will be undraped, and the breast and genital area will always remain draped. You will never be "exposed". If you get too warm or too cold please let me know. I can turn up heat, remove the blanket, etc. Draping with at least a sheet is required. _____

Gift Certificates

Gift certificates are available. Gift certificates are transferrable, but are non-refundable and have no cash value, and they expire 5 years from the date of purchase. If you no-show for your appointment your gift certificate is considered void. _____

Warm Towels

Access to warm towels after your massage is a perk at Massage by Melissa to help wipe any excess oil off before getting dressed. Use of the towel cabinet and warm towels are at your own risk. Massage by Melissa is not liable for any injuries, should you choose to use them. _____