



HANOVER

CHIROPRACTIC & MASSAGE THERAPY

At Hanover Chiropractic and Massage Therapy we support a *safe, respectful, and enjoyable* workplace for all staff and clients alike. Please take a moment to read and understand our rules and regulations including our cancellation policy and informed consent. Thank you for trusting us with your massage therapy needs!

Rules and Regulations

Client privacy and confidentiality of personal health information will be protected and secured according to the Personal Health Information Act.

All clients are provided with a competent and professional massage that focuses on the needs of each individual client. Massage therapists only provide therapeutic massage and modalities that are within the scope of practice for this licensed profession. Clients have the right to end the massage at any time.

All clients and staff must be treated with respect and dignity. Personal and professional boundaries will be upheld at all times. Clients are responsible for treating the therapist with respect; flirtatious behavior/sexual remarks or advances are strictly prohibited.

Late arrival policy - Massage sessions will begin and end at the scheduled time. Sessions that begin late due to the client's late arrival will end at the scheduled time and the client will be billed for the full time.

Draping policy - All clients will be appropriately draped with a sheet at all times during the massage session. Only the area(s) of the body that are currently being worked on will be exposed.

Massage termination - Massage services will be terminated immediately in the event of inappropriate conduct of any kind. This includes harassment, threatening speech or behavior, sexual advances or requests, flirtatious behavior or speech, and disrespectful actions or language. A massage will not be conducted if the client is under the influence of drugs or alcohol. If the massage is terminated for any of these reasons, full payment for the scheduled session is still required.

Any client with a contagious condition/symptoms such as a common cold, influenza, coronavirus, meningitis, shingles, contagious skin conditions, etc. must call to inform the therapist before their scheduled appointment time. Appointments may be rescheduled.

This is a non-smoking, and odor-neutral clinic. Please refrain from wearing heavily scented products, as some people may have allergies or physical reactions to scents. Please refrain from smoking before your massage.

Cancellation policy

We require at least **24 hours notice** to cancel an appointment. Clients who cancel an appointment with less than 24 hours notice will be billed 100% of the price of the scheduled service. Appointments will be confirmed one to two days prior to the scheduled time.

Informed consent

I voluntarily request and consent to receiving massage therapy. I do not have any injuries or conditions that prevent me from receiving massage therapy. I have fully informed the massage therapist of all of my current medical conditions. I further understand that massage therapy is not a substitute for a medical examination or treatment, and that I should see a physician or other qualified health specialist for any mental or physical ailment of which I am aware. I understand that massage therapists do not diagnose illness or disease, and nothing said during the massage should be construed as such. I understand the benefits and risks of massage therapy and my consent is informed and voluntary.

Name _____ Signature _____ Date _____

Therapist Name _____ Signature _____ Date _____