

What Should Someone Expect From Their Massage & Massage Therapist?

- A clean, safe and comfortable environment before, during and after the massage
- Respect, courtesy, confidentiality and dignity
- Privacy while changing and right to remove clothing only to their level of comfort for the massage
- Draped appropriately by a sheet, towel or blanket, with only the area being massaged exposed
- A licensed/registered/certified professional massage therapist, working within their scope of practice and in an ethical manner
- Option to ask questions of the massage therapist and receive professional responses
- Determine if there will be conversation, music or quiet during the massage
- An explanation of the nature of the massage and techniques to be used in advance of starting the massage
- The right to consent to the massage techniques and approaches, including manual pressure, used in the massage

What Should a Massage Therapist Expect From Their Client?

- Respect, courtesy and dignity
- Treated as a healthcare professional
- Timely arrival at massage therapy appointment
- Complete and accurate disclosure of health/medical conditions during intake process
- Communication of expectations of and concerns about the massage
- Payment at time of service
- Reasonable notice (usually 24 hours) in cancelling a massage appointment