Tangjai Thai Massage LLC Public Policy and Procedures

Your Appointment at Tangjai Thai Massage LLC

On your first visit with us you will receive a copy of the Tangjai Thai Massage policies and asked to sign this client consent and waiver forms stating that you have read the information, understand it, and agree to comply with Tangjai Thai Massage policies and procedures.
We will also ask you to fill out a Client Information Form. The information form is where you record medical history, injuries and other physical conditions so the specialist can be aware of any injuries, specific areas in which you are experiencing pain, would like addressed or medical condition(s) that may affect your appointment.

Unforeseen events occur requiring cancellation of your appointment. Since the massage therapists work by appointment, they do not receive compensation for appointments that are missed.

Appointments

All appointments require a 2-hour advanced notice. Please arrive ten minutes prior to your scheduled appointment time. All appointments begin and end at the scheduled times.

Lateness: If a session starts late due to client's late arrival, the time left will be used to its best advantage and the appointment will still end at the appointed time. The session will still be charged full price.

Cancellation: If you cannot make your scheduled appointment, please offer a minimum of 3 hours advanced notice to cancel or reschedule. Clients that cancel within 2-hours of the scheduled time will be charged $25. Clients that do not show up will be charged the full cost of the scheduled session.

Sickness: We recognize that both specialists and clients are vulnerable to sickness and infections. We ask clients to cancel appointments when they are feeling unwell. If a client presents signs and/or symptoms of illness during the session, the session will be re-scheduled to protect the health of both the client and the specialist.

Ethical Code of Conduct

The massage specialist reserves the right to refuse to work on any client for any reason. The specialist must state those reasons to the client and note it in the client's record. You have the right to stop the specialist at any point during the session for any reason. You must state that reason and it will be noted in your record on file at Tangjai Thai Massage.

Professional Boundaries

Requests for sexual activity will not be tolerated, will be viewed as solicitation, and reported to the proper authorities under the guidelines of the onsite massage therapy policies and procedures. The client will not be rescheduled if this occurs. The breast and genital area will not be massaged under any circumstances. A professional distance will be maintained from these areas. If you do not want lower back, hip or gluteal area massaged, please inform the massage therapist before the massage begins Sexual interaction or discussion of any kind between the client and the massage therapist is NEVER appropriate.

Client Responsibility

It is the clients responsibility to furnish complete, truthful and correct information regarding your name, personal medical/physical/psychological concerns, medications/supplements, residence, phone numbers, emergency contact, etc. Drugs, drunken behavior, slanderous, foul, derogatory or negative language – verbalized, acted, or gestured – will not be tolerated while at Tangjai Thai Massage.

The oil/cream Treatment

You will always be draped with the top cover during your treatment session and an additional covering is available at your request. Your specialist will only uncover the part of the body they are working on, ensuring that your modesty is respected at all times. Unless authorized in advance, the breast and genitals will not be rubbed under any circumstances.

Alert your specialist if at any time during the session, a technique is uncomfortable. Depending on your specific needs or requests, your specialist will either perform a customized full-body rub (for general relaxation and stress reduction) or focus on the specific parts of your body that you have requested. Tangjai Thai Massage uses only the highest quality oils and lotions during your session.

NOTE: Tangjai Thai Massage sometimes uses essential oils mixed with other oils, lotions and creams. Please inform the specialist of any food allergies or dietary restrictions.

Treatment Room

Your Specialist will then take you to a private treatment room with a comfortable table with clean linens. Your specialist will leave the room and wait outside while you disrobe to your level of comfort. Some clients prefer to completely disrobe, while some will remain partially clothed, the choice is yours. Once disrobed, you will lie on the table, under the top cover. Your specialist will give you a few minutes for this process before knocking on the door to ask if you are ready before entering your room.

Thai stretching clients will have a mat on the floor. Please follow instructions given by your Tangjai Thai Massage specialist.

Customer Satisfaction Guarantee

No one likes getting a bad treatment and though our treatment specialist is a certified professional, we know that sometimes there are other factors involved. Even when those factors may be out of Tangjai Thai Massage control, we still want you to have the best treatment session available! For that reason, we have an unconditional Customer Satisfaction Guarantee (CSG). Tangjai Thai Massage offers you a one-time use CSG option to receive a free session if you are ever unhappy with your session for any reason.

End of Session

Once your session is completed, your specialist will leave the room so you may dress. Your specialist will wait outside the room for you. Payment for the session should be made to your specialist at this time.

Confidentiality and Conversation

The discussion between the onsite massage therapist and the client is confidential. The client may or may not choose to talk during the onsite massage.

We are happy to listen to your conversation and share our professional expertise. We prefer to not discuss topics of a political, private or sexual nature.

DO:

Be on time. About 5-10 minutes before your scheduled appointment is ideal. You want to be sure to get your fullyallotted time as well as make time for any paperwork you need to fill out.

- ***Shower before your session.*** It's common courtesy and it makes the experience better for everyone.
- ***Wait until your specialist has left the room before you begin undressing.*** No, we haven't "seen it all," and we don't want to!
- ***Tell your specialist about any major surgeries or injuries you've had.*** Yes, in your entire life. We really do need to know.
- ***Speak up if something isn't right.*** Many folks like to relax and "tune out" during their rub, but if something is not to your liking please let your specialist know. They won't take it personally and you'll get a better experience. Your session shouldn't be something you have to endure; it should be something you enjoy!
- ***Leave on time.*** At this point you very relaxed. The session was wonderful. Your session was great and you want to chat but there is work to be done after the session and your specialist needs to get to it.
- ***Tell your friends.*** Most treatment specialist are trying to grow their business. If you like what they do, tell your friends. It's the highest compliment you can give your specialist.

DON'T:

- ***Come in if you're sick or have a contagious condition.***
  - We don't want to catch what you have.
  - We don't want our other clients to catch what you have.

  Please call and explain that you are ill and need to reschedule.
- ***Apologize if you haven't shaved your legs or your pedicure needs work.*** This is for the ladies. We service guys with very hairy legs and are more concerned with whether your feet are clean than whether your legs are shaved or your toes polished.
- ***Come in if you've had alcohol or drugs in the past 24 hours.*** Narcotics are obviously not something you want coursing through your system when you're receiving rubs and it is dangerous to treat someone under the influence of alcohol. In fact, it's best to avoid alcohol entirely for 24 hours before your rub.

Suggestions:

- Prior to your session, please remove contact lenses and all jewelry.
- Pull long hair back with a clip or band.

- In general, massage is given while you are unclothed. However, you may choose to wear undergarments or a swimsuit. You will be covered with a top sheet throughout your session. This is your session and you should be as comfortable as possible.
- A Thai session on the mat requires loose, comfortable clothing that allow for freedom of motion.
- Feel free to ask your specialist any questions before, during, or after the session.

Tanngjai Thai Massage Policy and Liability Waiver

By signing this release, I hereby waive and release Tangjai Thai Massage and my specialist from any and all liability, past, present, and future relating to my session at Tangjai Thai Massage. I have reviewed the policy statement, and have read and agree to the policies therein.

Client Signature: _____ Date: _____