



The MHVicars School clinic has two objectives: to give our students hands-on practical training in a real-world environment, and to provide effective, affordable massage therapy treatments to members of our community. Our therapists and supervisors will always listen to and respect their clients, and act in the client's best interest as defined by the client, and consistent with the highest professional standards of practice.

The following clinic policies have been developed to ensure that we are able to meet those goals, and to ensure the comfort and safety of clients, student therapists, and staff:

1. **Please be on time for your appointment.** Our schedule allows for a one-hour massage, with some additional time for an assessment and homecare. If you are late for your massage, we will not be able to complete a full treatment.
2. **Let us know if you can't make it.** If you must cancel your massage, please tell us as soon as possible.
3. **We do not take requests for specific therapists.** Our students benefit from having a variety of clients to work with, and student schedules may change with no notice. We cannot guarantee that your massage will be with the therapist you booked with online. We will, however, do our best to honour requests for a therapist of a particular gender.
4. **Do not attend your appointment under the influence of drugs or alcohol.** If your therapist suspects that you are under the influence, you will be asked to leave.
5. **Respect the privacy and comfort of other clients by keeping conversation to a minimum.** Sound carries very easily between curtains. Please keep your conversations with your therapist professional and at a low level, and reduce unnecessary discussion once your massage has begun.
6. **Turn off your cell phone, or put it on silent.** A vibrating phone is still a distraction.
7. **Allow the supervisor to help.** The student's supervisor may enter the treatment area during the massage, and discuss the massage with your student therapist and offer advice. This is an essential part of the clinic experience for our students. The supervisor may offer to demonstrate a technique; they will ask for your consent before doing so.
8. **Inappropriate language or behaviour will not be tolerated.** This includes sexual comments and inappropriate touch, and sexist, racist, or other offensive language. You will be asked to leave immediately and will not be allowed to return.
9. **After the massage, please give constructive feedback.** This is a valuable learning experience for our students, and they benefit from getting honest feedback from real clients. Comments on the client feedback forms do not affect a student's grade.

Clients who violate these policies may be asked to leave or lose future booking privileges. We reserve the right to deny service to anyone who behaves in an abusive manner towards a student, client, or staff member.

Name

Date

Signature