

GVSU Campus Recreation
Fitness & Wellness Center Massage Policies

Therapists at the Fitness and Wellness Center are independent contractors. We provide behavioral guidelines. All therapists are asked to abide by the Code of Ethics of the industry standards described by the American Massage Therapy Association, and the National Certification Board for Therapeutic Massage and Bodywork. (See attached code)

Client lists and email lists are confidential. We do not share our lists with outside companies. All therapists at the Fitness and Wellness Center respect client confidentiality outside of the massage and bodywork sessions.

If you have left or lost some personal belongings, please call the front desk. We will hold such items only for three days upon turning into DPS.

Partial or full disrobing is recommended for your massage session. We create a very safe environment and give great attention to proper draping. Shiatsu, Acupressure, and Orthopedic massage sessions do not require disrobing. Feel free to speak with your therapist if you have any questions or concerns.

We require a minimum of 24-hours cancellation notice on the business day prior to the scheduled session. Late cancellations and no-shows will be charged full price.

Forms of Payment: Cash, Check, Credit Card, Gift Certificates and Student account

Tipping: Tips are optional and welcomed. Tips can be paid by cash only. We cannot accept tips via credit card, there is a cash machine located on the main level of the Rec Center next to the entry doors.

Frequency of appointments: appointment hours of availability vary each semester and are dependant on the massage therapists schedule. Hours are posted on the website or by contacting the office.

Information practices – privacy and rights to client file

Appointment timing: Appointment are recommended to be scheduled in advance for guaranteed appointment times. Same day appointments are NOT guaranteed, and are based on the massage therapists availability.

Office hours: Appointment are recommended to be scheduled in advance for guaranteed appointment times. Same day appointments are NOT guaranteed, and are based on the massage therapists availability.

Insurance: The Fitness and Wellness Center does not bill insurance companies. It is the clients responsibility to bill their insurance should they decide to do so. A receipt is provided after payment of the service, and if necessary management staff can provide a proof of service letter.

Late arrivals: If a client arrives late to an appointment, the time will be forfeited and the remaining time of the massage appointment will be conducted at the originally scheduled appointment cost. If the client is more than 15 minutes late to an appointment, the therapist has the discretion to leave or accept other appointments.

Cell phones and distractions: to assure you the best experience, please turn off all cell phone and other media devices that may interrupt the massage.

Illness or cold and flu season: If either the client or the massage therapist are experiencing flu or cold symptoms, notice will be provided as soon as possible to the respective individual and the appointment will be rescheduled for a mutually convenient time. We encourage individuals to not engage in services while under the weather for the best interest of both the practitioner, the client and others who may become exposed.

Gift Certificates/Coupons: Gift certificates for 30, 45 and 60 minutes may be purchased in person or over the phone. The cost of the certificate is for who will be receiving the service. Certificates are non transferrable and non-refundable.

Refunds: There are no refunds for massage services. If there should happen to be an outstanding circumstance, which may only be approved by the assistant director, either a refund for services or a gift certificate may be issued.

The massages offered at the Fitness & Wellness Center are for therapeutic purposes only. Therefore, any sexually implicit behavior will result in the immediate termination of the session for which no refund will be given. Furthermore, the Fitness and Wellness Center reserves the right to refuse services.

The massage therapist does not diagnose illness, disease, disease, or any physical or mental disorder; does not prescribe medical or pharmaceutical treatment; and does not do spinal manipulations. This massage is not a substitute for medical care by licensed health care providers.

FAQ's

Can I workout before my massage?

Yes, but please allow 30 minutes for your body to relax and get back to normal blood pressure and pulse. Please shower before your massage if you do workout. Not only for sanitary reasons, but also our lotion will not allow a smooth glide with certain techniques.

Can I workout after my massage?

Yes and No. Depending on the type of massage you received and the length of the massage. The deeper the work and the longer your session, the longer the recovery time. If you had a long, relaxing session, your body will feel like relaxing.

Will my insurance pay for my massage session?

We are not involved with insurance companies. You as an individual must deal with your insurance company concerning your massage session. We will provide you with a receipt that you may submit to your insurance company for reimbursement.

What do I wear?

When you enter the massage room, your therapist will talk to you about any specifics for your massage and then leave the room for you to disrobe. You can undress to your level of comfort. You will lie underneath the top sheet. As your massage therapist works on your body, he/she will expose only the area that will be worked on.

National Certification Board for Therapeutic Massage & Bodywork Code of Ethics

(Revised October 2008)

NCBTMB certificants and applicants for certification shall act in a manner that justifies public trust and confidence, enhances the reputation of the profession, and safeguards the interest of individual clients. Certificants and applicants for certification will:

- I. Have a sincere commitment to provide the highest quality of care to those who seek their professional services.
- II. Represent their qualifications honestly, including education and professional affiliations, and provide only those services that they are qualified to perform.
- III. Accurately inform clients, other health care practitioners, and the public of the scope and limitations of their discipline.
- IV. Acknowledge the limitations of and contraindications for massage and bodywork and refer clients to appropriate health professionals.
- V. Provide treatment only where there is reasonable expectation that it will be advantageous to the client.
- VI. Consistently maintain and improve professional knowledge and competence, striving for professional excellence through regular assessment of personal and professional strengths and weaknesses and through continued education training.
- VII. Conduct their business and professional activities with honesty and integrity, and respect the inherent worth of all persons.
- VIII. Refuse to unjustly discriminate against clients and/or health professionals.
- IX. Safeguard the confidentiality of all client information, unless disclosure is requested by the client in writing, is medically necessary, is required by law, or necessary for the protection of the public.
- X. Respect the client's right to treatment with informed and voluntary consent. The certified practitioner will obtain and record the informed consent of the client, or client's advocate, before providing treatment. This consent may be written or verbal.
- XI. Respect the client's right to refuse, modify or terminate treatment regardless of prior consent given.
- XII. Provide draping and treatment in a way that ensures the safety, comfort and privacy of the client.
- XIII. Exercise the right to refuse to treat any person or part of the body for just and reasonable cause.
- XIV. Refrain, under all circumstances, from initiating or engaging in any sexual conduct, sexual activities, or sexualizing behavior involving a client, even if the client attempts to sexualize the relationship unless a pre-existing relationship exists between an applicant or a practitioner and the client prior to the applicant or practitioner applying to be certified by NCBTMB.

XV. Avoid any interest, activity or influence which might be in conflict with the practitioner's obligation to act in the best interests of the client or the profession.

XVI. Respect the client's boundaries with regard to privacy, disclosure, exposure, emotional expression, beliefs and the client's reasonable expectations of professional behavior. Practitioners will respect the client's autonomy.

XVII. Refuse any gifts or benefits that are intended to influence a referral, decision or treatment, or that are purely for personal gain and not for the good of the client.

XVIII. Follow the NCBTMB Standards of Practice, this Code of Ethics, and all policies, procedures, guidelines, regulations, codes, and requirements promulgated by the National Certification Board for Therapeutic Massage and Bodywork.

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