

1. Professional Conduct & Ethics Policy

1.1. Client Screening

1.1.1. Purpose of Screening

- 1.1.1.1. Client screening is an essential part of providing safe, effective, and personalised massage treatment. It allows the therapist to identify any medical conditions, injuries, or health concerns that may affect how the massage is carried out. By gathering accurate information before treatment begins, we can adapt each session to suit your individual needs, avoid anything that could cause harm or discomfort, and ensure the highest standard of care.
- 1.1.1.2. Screening also helps protect both the client and therapist by reducing the risk of adverse reactions and ensuring that treatment is appropriate, professional, and safe at all times.

1.1.2. Collected Information

1.1.2.1. Contact Details

- 1.1.2.1.1. As part of our screening process, we require clients to provide accurate and up-to-date contact details. This information is essential for communication, service delivery, and ensuring your safety during treatment.
- 1.1.2.1.2. The details we collect and the reasons for collecting them are outlined below:
 - Full Name: Used to identify you correctly in our records and for all appointment-related documentation.
 - Phone Number: Allows us to contact you quickly regarding appointments, cancellations, or urgent updates.
 - Email Address: Used for sending appointment confirmations, service information, reminders, and follow-up communications.
 - Home Address: Required as we operate a mobile massage service. Your address allows us to plan and deliver your appointment effectively and safely. It may also be used for invoicing or recordkeeping if necessary.
- 1.1.2.1.3. All personal information is kept confidential and is stored securely in accordance with data protection regulations. If your contact details change, please inform us as soon as possible to ensure accurate and uninterrupted service.

1.1.2.2. Date of Birth

- 1.1.2.2.1. We require all clients to provide their date of birth as part of the screening process. This information is important for several reasons:
 - Age Verification: To confirm that clients meet the minimum age requirement for treatment or that appropriate consent has been obtained.
 - Parental Consent for Under 18s: We do offer massage treatments for clients under the age of 18, but only with written parental or guardian consent. A parent or guardian may also be required to be present during the session, depending on the client's age and the type of treatment being provided.
 - Treatment Considerations by Age: Different age groups may respond differently to massage and stretching techniques. Understanding your age allows us to tailor the treatment safely and appropriately to your individual needs and ensure that pressure, duration, and techniques used are suitable.
- 1.1.2.2.2. Providing an accurate date of birth is essential for safe and responsible treatment planning. If we find that age information has been withheld or misrepresented, the session may be postponed or refused.

1.1.2.3. Proof of Identification

- 1.1.2.3.1. As part of our intake process, we require all clients to provide a valid form of identification, such as a Driving Licence, Passport, or Birth Certificate.

- 1.1.2.3.2. This is primarily for age verification and identity confirmation, ensuring that clients meet the minimum age requirements for our services and that all records are accurate and legally compliant.
- 1.1.2.3.3. For clients under the age of 18, we require a parent or legal guardian to make the booking and provide consent. In these cases, the adult's identification will be cross-referenced with proof of guardianship (e.g. Birth Certificate, Adoption Certificate, or other legal documentation) to confirm their legal authority to consent on the minor's behalf. Further details about identification requirements for minors and legal guardianship are outlined in our Paediatric Massage Policy.
- 1.1.2.3.4. All identification documents are handled with strict confidentiality, securely stored, and accessed only by authorised therapists. For more information on how we protect and manage your personal data, please refer to our [Data Protection Policy].
- 1.1.2.4. Emergency Contact
 - 1.1.2.4.1. As part of our client screening process, we require each client to provide emergency contact details, including the name, relationship, and phone number of a trusted individual.
 - 1.1.2.4.2. This information is collected to ensure your safety during treatment. In the unlikely event of a medical emergency or adverse reaction during a session, we may need to contact someone on your behalf quickly. Having an emergency contact allows us to act responsibly and efficiently should any urgent situation arise.
 - 1.1.2.4.3. Your emergency contact information is stored securely and will only be used if absolutely necessary. We appreciate your cooperation in helping us maintain a safe and professional treatment environment.
- 1.1.2.5. Medical History
 - 1.1.2.5.1. To ensure your safety and allow us to deliver the most appropriate and effective treatment, all clients are required to provide a full and accurate account of both past and current:
 - Medical history
 - Injuries, surgeries, and accidents
 - Current medications or treatments
 - Allergies or sensitivities
 - Pregnancy status (if applicable)
 - Areas of discomfort or pain
 - GP or medical clearance (if required for specific conditions)
 - 1.1.2.5.2. This information is essential for identifying any issues that may require treatment modifications or indicate that massage is not currently suitable.
 - 1.1.2.5.3. Failure to disclose relevant medical information, whether by omission or inaccuracy, may increase the risk of adverse effects and will result in the immediate refusal or termination of treatment. We reserve the right to decline treatment if we believe it cannot be carried out safely based on the information provided.
 - 1.1.2.5.4. If your health or medical status changes between appointments, you must inform your therapist before your next session so your treatment plan can be updated accordingly.
 - 1.1.2.5.5. Absolute Contraindications
 - 1.1.2.5.5.1. Absolute contraindications are conditions where massage must not be performed under any circumstances. These are serious medical situations where massage could pose a risk to the client's health and safety. If you have any of the conditions listed below, we will not be able to proceed with treatment.
 - 1.1.2.5.5.2. The Absolute contraindications apply to the following medical conditions; Acute bleeding; Active cancer; Active shingles; Allergies to baby oil, cotton, leather; Bacterial infections (e.g. Acne, Cellulitis, Impetigo, Kidney infection, etc.); Bone growths (epiphyseal / osteophytes); Deep Vein Thrombosis; Fungal infections (e.g. Athlete's

foot, Ring-worm, etc.); Haemophilia; Head lice; High blood pressure; Inadequate circulation; Medical Oedema; Osteoporosis; Phlebitis; Pregnancy; Recent haemorrhage; Scabies; Severe anaemia; Stroke; Undiagnosed severe headaches; Unbroken blisters, Severe inflammation; Viral infections (e.g. Common cold, Flu, etc.)

1.1.2.5.6. Cautious Contraindications

1.1.2.5.6.1. Cautious contraindications refer to conditions where massage can still be performed, but with specific adjustments to ensure the treatment remains safe and effective. These conditions may require changes to technique, pressure, client positioning, or the areas treated.

1.1.2.5.6.2. Massage can proceed as long as:

- The therapist is fully informed of your condition(s).
- The necessary modifications are made to the treatment plan.
- You provide a doctor's note confirming it is safe for you to receive massage therapy for the condition(s) listed.

1.1.2.5.6.3. It is essential that all clients accurately disclose any relevant medical conditions so we can tailor your session appropriately.

1.1.2.5.6.4. A full list of conditions that fall under this category, along with the relevant treatment modifications, is provided below.

| Cautious Contraindications | Treatment Modifications |
|---|--|
| Atherosclerosis | <ul style="list-style-type: none"> • Light pressure massage only. |
| Brain tumour | <ul style="list-style-type: none"> • Light pressure massage only. |
| Cancer remission (within 12 months of completing treatment) | <ul style="list-style-type: none"> • Avoid direct massage over areas where tumours were located. • Do not apply pressure directly over surgical sites or scar tissue. • Use only light pressure across affected areas or regions with a history of treatment. |
| Epilepsy (active in previous 18 months) | <ul style="list-style-type: none"> • Avoid massage around the head and neck. • Use cool massage oil. • No essential oils. |
| Healing Fractures | <ul style="list-style-type: none"> • No direct massage over the fracture area until the bone has fully healed. • Light massage on areas surrounding the fracture. |
| Heart failure | <ul style="list-style-type: none"> • Light pressure massage only. |
| Multiple sclerosis | <ul style="list-style-type: none"> • Avoid any areas of numbness or areas where pressure sores have formed. |
| Neuralgia | <ul style="list-style-type: none"> • Light pressure massage only. |
| Pace maker | <ul style="list-style-type: none"> • No direct massage over the pacemaker site. • Light massage on areas surrounding the |

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| | pacemaker. |
| Parkinson's disease | <ul style="list-style-type: none"> • Use only light pressure |
| Recent operations (within the last six months) | <ul style="list-style-type: none"> • Avoid direct massage over the site of the recent operation. • Use only light pressure when working on areas nearby. |
| Rheumatoid Arthritis | <ul style="list-style-type: none"> • Avoid actively inflamed areas |
| Stroke (post 6 months) | <ul style="list-style-type: none"> • Light pressure massage only. |
| Transient ischaemic attack (ITA) | <ul style="list-style-type: none"> • Light pressure massage only. |
| Undiagnosed lumps, bumps | <ul style="list-style-type: none"> • Avoid direct massage over lumps or bumps |
| Varicose veins | <ul style="list-style-type: none"> • Avoid direct massage over varicose veins • Light pressure massage only. |

1.1.2.5.7. Relative Contraindications

1.1.2.5.7.1. Relative contraindications refer to conditions where massage can still be performed, but with caution and specific modifications to ensure the treatment is safe and appropriate. These conditions may require adjustments to technique, pressure, positioning, or the areas being treated.

1.1.2.5.7.2. Massage can proceed as long as:

- The therapist is fully informed of your condition(s).
- The necessary modifications are made to the treatment plan.

1.1.2.5.7.3. It is essential that all clients accurately disclose any relevant medical conditions so we can tailor your session appropriately.

1.1.2.5.7.4. A full list of conditions that fall under this category, along with the relevant treatment modifications, is provided below.

| Relative Contraindications | Treatment Modifications |
|--------------------------------------|--|
| Active Fractures | <ul style="list-style-type: none"> • No direct massage over fracture of areas nearby fracture location. |
| Acute Sprains & Strains | <ul style="list-style-type: none"> • Avoid the affected area within 72 hours of injury, longer if still inflamed or bruised. • After 72 hours light massage can be performed on the sprain/strain. • Light massage on areas near to the injury. |
| Diabetes | <ul style="list-style-type: none"> • Massage may induce low blood sugar. We would recommend a client with diabetes bring an emergency source of sugar to the appointment. |
| Hormonal implant | <ul style="list-style-type: none"> • Avoid massaging over the area of the implant. |
| Non-contagious skin conditions (e.g. | <ul style="list-style-type: none"> • Avoid direct massage over actively |

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| eczema, psoriasis) | inflamed areas. <ul style="list-style-type: none"> • Light massage over affected areas. • No essential oils. |
| Open wounds, bruises, abrasions, sunburn | <ul style="list-style-type: none"> • No direct massager over affected areas. |
| Scar tissue | <ul style="list-style-type: none"> • Avoid direct massage over scar tissue that is not fully healed or closed (usually within the first 6 weeks). • Once fully healed, gentle friction techniques can be used on mature scar tissue to help improve mobility and reduce adhesions. |
| Severe Sprains & Strains | <ul style="list-style-type: none"> • Avoid direct massage over the site of the sprain or strain. • Medical clearance is required before treating the affected area. • Use only light pressure on surrounding muscles. |

1.1.3. Consent

- 1.1.3.1. Before receiving a massage, all clients must provide informed consent, acknowledging their understanding of the treatment, potential benefits, and any associated risks. The client's consent will be gathered through multiple means.
- 1.1.3.2. Before a client can even book an appointment they must create an account with us where they will need to agree to the following before completing the account: "I understand that massage therapy involves physical touch and that my comfort and privacy will be respected at all times. I understand that sports massage therapy is not a substitute for medical treatment or diagnosis and that my therapist does not prescribe medication or perform spinal manipulations. I confirm that I have disclosed all relevant medical conditions and injuries to the best of my knowledge. I acknowledge that results may vary, and while every effort is made to provide a beneficial treatment, no specific outcomes can be guaranteed. I consent to receive massage therapy under these terms and agree to inform my therapist of any changes to my health before future treatments."
- 1.1.3.3. Before the start of a massage the client will give written consent when filling out the pre-massage form agreeing to the following Client Consent Statement "I confirm that I understand massage therapy involves physical touch, which may be close to sensitive areas of the body. I acknowledge that I can withdraw my consent or request modifications to the treatment at any time. I also confirm that I have disclosed all relevant information regarding my current physical and medical condition, including any changes since my last session. I understand that massage therapy is not a substitute for medical treatment, diagnosis, or prescription, and that the therapist does not provide medical advice. If I have any concerns about my health, I will seek guidance from a qualified healthcare professional. I have read and agree to abide by all policies, terms and conditions, and codes of conduct as outlined in the policies and procedures of Fawx Massage Therapy. I consent to receive massage therapy from the appointed therapist at Fawx Massage Therapy and understand that, except in cases of negligence, neither the business nor the therapist will be liable for any adverse effects resulting from the treatment. By signing below, I confirm my consent to receive massage therapy under these terms."

- 1.1.3.4. Consent is considered an ongoing process throughout the duration of all treatments. Therapists will seek verbal confirmation before beginning work on any new area of the body and before making any adjustments to draping. Regular check-ins will also be conducted to ensure the client remains comfortable with pressure, technique, and the progression of the treatment. This ongoing communication helps ensure that consent is maintained and respected at all times during the session.
- 1.1.3.5. Clients have the right to withdraw their consent to treatment at any point, for any reason. Should a client express discomfort or a desire to stop part or all of the massage, the therapist will immediately cease treatment or adjust accordingly. No explanation is required, and the client's decision will be fully respected without judgement. Maintaining client autonomy and safety is of the utmost importance at all times.
- 1.1.3.6. At the end of each session, clients will be asked to sign a Post-Massage Form confirming that they were satisfied with the massage provided and that any treatment notes recorded are accurate. This process helps ensure transparency, accuracy of records, and client confidence in the service received.
- 1.1.4. Client Responsibility
 - 1.1.4.1. It is the client's responsibility to provide full and accurate information regarding any medical conditions, injuries, or health concerns prior to receiving massage treatment. This includes any conditions that may fall under the categories of Absolute, Cautious, or Relative Contraindications as outlined in this policy. Failure to disclose relevant health information may pose a risk to your safety and affect the effectiveness of the treatment.
 - 1.1.4.2. If any condition is identified during the session that should have been disclosed in advance, and is found to be an Absolute or Relative Contraindication, the massage will be immediately terminated to protect your health and maintain professional standards. If you are unsure whether a condition is relevant, please contact us before your appointment or speak with your therapist at the beginning of your session. Your honesty ensures a safe and effective treatment experience.
- 1.1.5. Therapist's Right to Refuse
 - 1.1.5.1. Massage therapists reserve the right to refuse or modify treatment at any time if they believe that proceeding may compromise the safety, wellbeing, or professional boundaries of either the client or themselves. This includes, but is not limited to, situations where:
 - 1.1.5.2. Medical or health information is incomplete, inaccurate, or raises concerns about client safety.
 - 1.1.5.3. The client presents with conditions that are outside the therapist's scope of practice or require medical clearance.
 - 1.1.5.4. The client demonstrates inappropriate behaviour, makes inappropriate requests, or violates professional boundaries.
 - 1.1.5.5. The therapist believes that continuing treatment would cause harm or discomfort to the client, or that modifications are necessary to ensure a safe and effective outcome.
 - 1.1.5.6. Any decision to refuse or adjust treatment will be communicated clearly and respectfully. The therapist's primary responsibility is to uphold client safety, therapeutic integrity, and professional standards at all times.
- 1.1.6. Data Collection
 - 1.1.6.1. As part of our commitment to delivering safe and effective treatments, we collect client information through secure online forms hosted via Google Forms. These forms allow us to gather and manage essential data needed to tailor each session to your specific needs while maintaining professional and legal standards.
We collect personal and health-related data at the following points:

- 1.1.6.2. Initial Client Intake Form – This form must be completed prior to booking any service. It collects key medical history, contact details, and other relevant information necessary for determining treatment suitability.
- 1.1.6.3. Pre-Massage Form – Sent to clients 48 hours before each scheduled appointment. This form must be submitted no later than 24 hours before your session. It allows us to confirm any recent changes in health, update treatment preferences, and ensure session safety and appropriateness.
- 1.1.6.4. In addition to the information collected through our digital forms, we may request Proof of Identification (e.g. Driving Licence, Passport, Birth Certificate) and, where applicable, Proof of Guardianship (e.g. Birth Certificate, Adoption Certificate, or other legal documentation). As our online forms do not support secure document uploads, these documents will be collected via email. We will provide clear instructions for submitting this information securely and request that documents be sent to our designated email address (fawxmassage@gmail.com) prior to your appointment.
- 1.1.6.5. All information is treated confidentially and used solely for the purposes of providing safe, customised massage therapy. By submitting these forms, clients consent to the collection and use of their data in accordance with our privacy and data protection policies.
- 1.1.7. Data Protection
 - 1.1.7.1. At Fawx Massage Therapy, we are committed to safeguarding the privacy and personal data of all our clients. This Data Protection Policy outlines how we collect, store, manage, and protect your information in compliance with the UK General Data Protection Regulation (UK GDPR).
 - 1.1.7.2. Data Storage and Access
 - 1.1.7.2.1. All client information is securely stored on a private Google Drive, which is protected by strong passwords and two-factor authentication. Access is strictly limited to authorised therapists working under Fawx Massage Therapy. No unauthorised individuals or third parties are permitted to access client data.
 - 1.1.7.3. Data Retention
 - 1.1.7.3.1. We retain client records in accordance with insurance and legal guidelines to ensure proper continuity of care and for safeguarding purposes.
 - 1.1.7.3.2. Client intake forms are retained for 10 years after the client's last appointment. For clients under the age of 18, forms are retained until their 25th birthday or 10 years after the last appointment, whichever is longer.
 - 1.1.7.3.3. Pre-massage forms are retained for 10 years after the appointment date. For clients under the age of 18, forms are retained until their 25th birthday or 10 years after the appointment, whichever is longer.
 - 1.1.7.4. Client Rights
 - 1.1.7.4.1. Under the UK GDPR, all clients of Fawx Massage Therapy have the following rights regarding their personal data:
 - 1.1.7.4.2. Right to Access: You may request a copy of any personal data we hold about you at any time.
 - 1.1.7.4.3. Right to Rectification: If any information we hold is inaccurate or outdated, you have the right to request corrections. To do so, please contact us at fawxmassage@gmail.com.
 - 1.1.7.4.4. Right to Erasure (In Certain Circumstances): While we are legally required to retain certain records for a set period, you may request deletion of data not subject to mandatory retention.
 - 1.1.7.5. Informed Consent for Data Collection and Storage
 - 1.1.7.5.1. All clients are required to provide informed consent before submitting personal data. By completing our intake and pre-massage forms, you confirm that: "I consent to Fawx

Massage Therapy collecting and storing my personal data for the purposes of providing massage therapy, in accordance with their Data Collection and Data Protection policies.”

- 1.1.7.5.2. Consent may be withdrawn at any time; however, doing so may affect our ability to provide treatment.

1.2. Clothing & Draping

1.2.1. Clothing Recommendations

- 1.2.1.1. For the best possible treatment experience, clients are expected to undress down to their underwear. This includes removing bras, as it allows the therapist full access to the back, shoulders, and other key muscle groups that may need treatment. Removing clothing also prevents massage oil from coming into contact with garments and ensures the most effective results.
- 1.2.1.2. We understand that some clients may feel more comfortable keeping certain items of clothing on. You are welcome to do so, but please be aware that this may limit which areas can be treated and we cannot guarantee that oil will not transfer onto clothing.
- 1.2.1.3. Your comfort is always a priority. Towels or sheets will be used at all times to maintain your privacy, and only the area being treated will be uncovered. If you have any concerns about undressing or draping, please speak to your therapist before the session.
- 1.2.1.4. If a client requests treatment on a specific area but is unwilling to remove clothing that prevents appropriate access, the therapist reserves the right to decline treatment of that area. This ensures both the effectiveness of the massage and adherence to professional and hygienic standards.
- 1.2.1.5. We do not perform massage through clothing. Direct access to the skin is necessary to apply safe and effective massage techniques and to avoid unnecessary friction or discomfort.

- 1.2.1.6. For guidance on which clothing may need to be removed for specific massage areas, please refer to our Clothing Guide.

| Clothing Guide | |
|-------------------|--|
| Massage Area | Clothing to remove |
| Upper Body | |
| Neck | Top |
| Shoulders | Top, Bra (If necessary for access) |
| Back | Top, Bra |
| Chest | Top, Bra |
| Stomach | Top (If necessary for access) |
| Arms | Top (If necessary for access) |
| Hands | - |
| Lower Body | |
| Glutes | Bottoms |
| Hip Flexors | Bottoms |
| Quads | Bottoms |
| Inner Thigh | Bottoms |
| Hamstring | Bottoms |
| Shins | Bottoms (If necessary for access), Socks |
| Calves | Bottoms (If necessary for access), Socks |
| Feet | Socks |

1.2.2. Draping

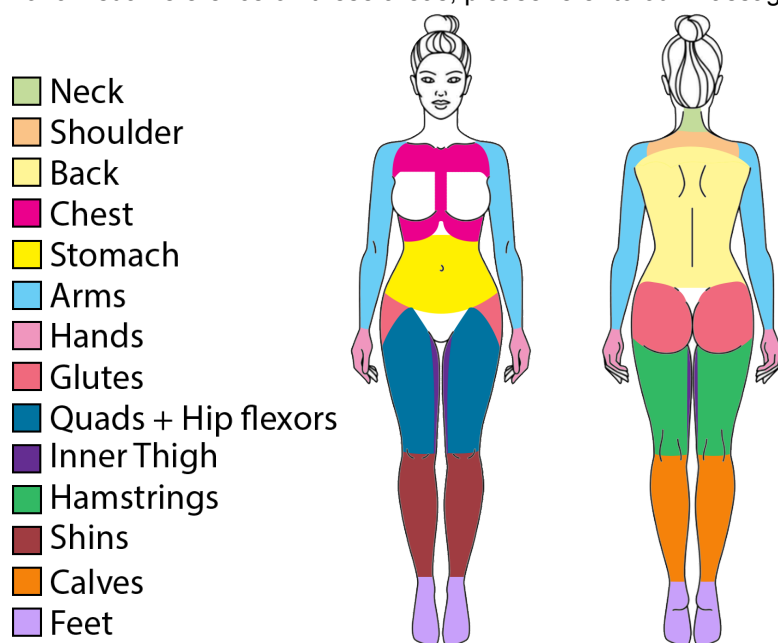
- 1.2.2.1. To ensure your comfort, privacy, and dignity, professional draping techniques will be used throughout the massage. You will remain covered with a sheet or towel at all times, with only the area being treated exposed.
- 1.2.2.2. During any face-up massage, you'll have the option of a small towel being placed over your eyes to enhance relaxation and create a more comfortable environment. This can help minimise sensory distractions and promote a calming experience, especially when the therapist is working near more sensitive areas.
- 1.2.2.3. Your therapist will always seek your permission before adjusting the draping and will prioritise your comfort throughout the session. If you have any concerns or specific preferences regarding draping, please feel free to discuss them before or during your appointment.

1.3. Massage Areas & Treatment Boundaries

- 1.3.1. The areas treated during your massage will vary depending on the specific treatment you select. A detailed description of each treatment, including the areas it covers, is provided in our service listings. Below is a general outline of the body areas that may be included in our treatments, along with the associated muscles that can be massaged:
- Neck (Erector Spinae, Upper Trapezius)
 - Shoulders (Middle Trapezius)
 - Back (Erector Spinae, Lower Trapezius, Rhomboids, Latissimus Dorsi)
 - Chest (Pectoralis Major)
 - Stomach (Rectus Abdominis, Obliques)

- Arms (Deltoids, Biceps, Triceps, Extensor Carpi Radialis, Extensor Carpi Ulnaris, Extensor Digitorum, Flexor Carpi Radialis, Flexor Carpi Ulnaris, Flexor Digitorum, Brachioradialis)
- Hands (Thenar Eminence, Hypothenar Eminence, Extensor Tendons)
- Glutes (Gluteus Maximus, Gluteus Medius, Gluteus Minimus)
- Quads + Hip Flexors (Rectus Femoris, Vastus Lateralis, Vastus Medialis, Sartorius, Tensor Fasciae Latae, Pectineus)
- Inner Thigh (Adductor Longus, Adductor Brevis, Gracilis, Pectineus)
- Hamstrings (Semitendinosus, Semimembranosus, Bicep Femoris)
- Shins (Tibialis Anterior, Extensor Digitorum Longus, Extensor Hallucis Longus, Flexor Digitorum Longus, Flexor Hallucis Longus, Peroneus Longus, Peroneus Brevis)
- Calves (Gastrocnemius, Soleus, Plantaris)
- Feet (Plantar Fascia, Abductor Hallucis, Flexor Digitorum Brevis, Tibialis Anterior, Tibialis Posterior, Extensor Digitorum Longus, Extensor Hallucis Longus, Flexor Digitorum Longus, Flexor Hallucis Longus, Peroneus Longus, Peroneus Brevis)

1.3.2. For a visual reference on these areas, please refer to our Massage Areas Guide.



1.3.3. Our therapists follow strict professional standards, and certain areas of the body (such as the groin and breast tissue) are never included in treatments. If you have any questions or concerns about the areas being massaged, please feel free to discuss them with your therapist before your session.

1.3.4. If there are any areas included in your selected treatment that you would prefer to avoid, please indicate them on the pre-massage form provided on the day of your appointment. You may also discuss any preferences directly with your therapist before the session. We prioritise your comfort and personal boundaries and will never massage any area without your consent.

1.4. Code of Conducts

1.4.1. Client Code of Conduct

1.4.1.1. All clients receiving services from Fawx Massage Therapy are expected to adhere to the following Code of Conduct to ensure a professional, respectful, and safe environment for both the client and the therapist.

1.4.1.2. **Respectful Behaviour.** Clients must treat the therapist with courtesy and respect at all times. Any form of inappropriate language, behaviour, or advances—verbal or physical—will not be tolerated and will result in immediate termination of the session and refusal of future service.

- 1.4.1.3. **Cleanliness and Hygiene.** Clients are expected to arrive (or be present) for their appointment in a clean and hygienic condition. The therapist reserves the right to cancel or terminate a session if hygiene standards are not met.
- 1.4.1.4. **Accurate Information.** Clients must provide full and accurate health, medical, and personal information when completing the required intake and pre-massage forms. Failure to do so may result in refusal or termination of treatment.
- 1.4.1.5. **Consent and Communication.** Clients must give informed consent before treatment begins and maintain open communication with the therapist regarding comfort levels, pressure, and any pain or discomfort during the session. Clients have the right to withdraw consent at any time.
- 1.4.1.6. **Private and Safe Space.** For mobile appointments, clients are responsible for providing a clean, safe, and private space with sufficient room for the massage equipment. The client must also provide a private area where the therapist can wait while the client dresses/undresses.
- 1.4.1.7. **Punctuality and Payment.** Clients must ensure that payment is made in accordance with the Payment Policy and that they are available and ready at the scheduled appointment time. Late arrivals may result in a shortened session.
- 1.4.1.8. **Cancellations and No-Shows.** Clients must follow the cancellation and rescheduling procedures outlined in the Cancellation & Refund Policy. Missed appointments without notice will be considered a no-show and are non-refundable.
- 1.4.1.9. Fawx Massage Therapy reserves the right to refuse or discontinue treatment to any client who fails to adhere to this Code of Conduct.
- 1.4.2. **Therapist Code of Conduct**
 - 1.4.2.1. All therapists working under Fawx Massage Therapy are expected to uphold the highest standards of professionalism, safety, and ethical practice at all times. The following Code of Conduct outlines the responsibilities and expectations for all therapists delivering massage services.
 - 1.4.2.2. **Professionalism and Boundaries.** Therapists must maintain clear professional boundaries at all times. Inappropriate language, behaviour, or physical contact is strictly prohibited. The therapeutic relationship must remain respectful, professional, and client-centred at all times.
 - 1.4.2.3. **Informed Consent.** Therapists must obtain informed consent before beginning any massage treatment and must explain the purpose, nature, and areas of the massage. Consent must also be confirmed before working on new areas of the body or adjusting draping. Therapists must honour the client's right to withdraw consent at any time.
 - 1.4.2.4. **Client Privacy and Confidentiality.** Therapists must maintain strict confidentiality regarding all client information, including personal, medical, and contact details. Client records must be securely stored and only accessible to authorised personnel, in line with data protection and GDPR requirements.
 - 1.4.2.5. **Scope of Practice.** Therapists must only perform treatments they are qualified and insured to carry out. They must not diagnose medical conditions or offer advice outside their scope of professional training.
 - 1.4.2.6. **Health and Safety.** Therapists must ensure a safe and hygienic environment for all treatments, including maintaining clean equipment and following appropriate infection control measures. Personal hygiene and presentation must also be of a high standard.
 - 1.4.2.7. **Ongoing Professional Development.** Therapists are encouraged to maintain up-to-date knowledge and skills relevant to massage therapy through continued professional development and training.
 - 1.4.2.8. **Client Screening and Contraindications.** Therapists must thoroughly review all client intake and pre-treatment forms and assess whether the treatment is appropriate. Where needed,

therapists must request a doctor's note or refuse/modify treatment in accordance with contraindication policies.

1.4.2.9. **Therapist's Right to Refuse or Modify Treatment.** Therapists reserve the right to refuse or discontinue treatment if:

- The client presents a contraindication to massage
- The treatment environment is unsafe or unsuitable
- The client engages in inappropriate or disrespectful behaviour
- The therapist believes continuing treatment would compromise the client's health or safety

1.4.2.10. All therapists working under Fawx Massage Therapy are required to abide by this Code of Conduct. Breach of these standards may result in termination of contract and/or further disciplinary action as appropriate.

2. Post-Massage Care & Safety Information

2.1. Massage Risks

2.1.1. While massage therapy is generally safe and beneficial for most individuals, there are potential risks and side effects that clients should be aware of prior to treatment. These are typically minor and short-term but must be considered as part of informed consent.

- Possible side effects may include:
- Temporary soreness, tenderness, or bruising in the areas treated
- Mild fatigue or light-headedness following the session
- Emotional sensitivity or release during or after treatment
- A temporary increase in existing symptoms, which typically resolves shortly after

2.1.2. In rare cases, more serious reactions may occur, particularly if the client has undisclosed medical conditions or if contraindications are not properly identified. For this reason, it is essential that each client provides accurate and complete medical information prior to receiving treatment.

2.1.3. Massage should not result in sharp pain, severe discomfort, or unusual physical symptoms. If the client experiences any of these during a session, it is their responsibility to inform the therapist immediately so the treatment can be adjusted accordingly.

2.1.4. All massage treatments are tailored to the client's specific needs and comfort levels. Clients with any concerns regarding potential risks or the suitability of massage therapy for their condition are encouraged to discuss these with the therapist in advance.

2.2. Aftercare Advice

2.2.1. To maximise the benefits of massage therapy and reduce the likelihood of side effects, clients are advised to follow the aftercare guidance outlined below. These recommendations help support the body's natural recovery process following treatment.

2.2.2. **Hydration.** Massage therapy can encourage the movement of fluids within the body, which may contribute to mild dehydration. Clients should aim to drink plenty of water after their session to support circulation, lymphatic drainage, and overall recovery.

2.2.3. **Avoid Strenuous Activity.** Following massage, muscles may be more relaxed and lengthened than usual. Engaging in strenuous exercise or physical activity immediately after treatment can increase the risk of injury. Clients are advised to rest or engage only in light activity for the remainder of the day.

2.2.4. **Avoid Alcohol.** Massage can increase blood flow and circulation, which may intensify the effects of alcohol. Clients are encouraged to avoid alcohol consumption for at least 24 hours post-treatment.

2.2.5. **Limit Caffeine and Other Stimulants.** Similarly, due to increased circulation, stimulants such as caffeine may have a heightened effect following massage. Clients are advised to reduce or avoid caffeine and similar substances on the day of treatment.

- 2.2.6. **Eat Lightly.** A light meal is recommended before and after the massage session. Large or heavy meals may cause discomfort when lying down and can interfere with the body's natural relaxation response during and after the session.
- 2.2.7. By following these aftercare guidelines, clients are more likely to experience positive outcomes and minimise the risk of post-treatment discomfort or adverse effects.

3. Client Suitability for Treatment

3.1. Client Weight Limit

- 3.1.1. To ensure client and therapist safety, Fawx Massage Therapy enforces a maximum client weight limit based on the capabilities of the massage table used.
- 3.1.2. The massage table has a static weight limit of 250kg and a dynamic weight limit of 100kg. The dynamic limit accounts for movement and pressure applied during treatment.
- 3.1.3. Based on these specifications, the maximum permitted client weight is 120kg. This ensures the treatment can be delivered safely without compromising the equipment.
- 3.1.4. Clients who are unsure whether they meet this requirement must contact Fawx Massage Therapy before booking. If this limit is exceeded at the time of the appointment, the therapist reserves the right to cancel or modify the session for safety reasons. In such cases, the standard cancellation or no-show policy will apply.

3.2. Space Requirements

- 3.2.1. To ensure the safe and professional delivery of massage therapy services in a client's home or chosen location, the following space-related requirements must be met
- 3.2.2. Clients must provide a minimum clear area of 2.1 metres x 1.2 metres for the massage table and for the therapist to work effectively and safely around the table. The area must be free from obstructions such as furniture, clutter, or pets.
- 3.2.3. The treatment must take place in a space where the client feels comfortable undressing and receiving massage therapy. The room should be clean, warm, and private to maintain client comfort and dignity throughout the session.
- 3.2.4. Clients must provide an additional private space or room where the therapist can wait while the client is undressing and redressing. This ensures privacy and maintains professional boundaries during the appointment.
- 3.2.5. The location must be accessible for the therapist and their equipment. Clients must inform the therapist in advance of any potential access issues (e.g. stairs, restricted parking, etc.).
- 3.2.6. If a suitable treatment space is not available upon the therapist's arrival, the session may be cancelled at the therapist's discretion and considered a missed appointment, non-refundable in accordance with our cancellation policy.

4. Health and Safety

4.1. Equipment Risk Assessments

- 4.1.1. All massage equipment used by Fawx Massage Therapy is subject to thorough safety assessments to ensure it is suitable for professional use and client treatment.
- 4.1.2. **Initial Inspection.** All equipment (including massage tables, bolsters, and accessories) will be inspected and function-tested upon purchase or delivery. This initial check ensures the equipment is free from defects and fit for use in a treatment setting.
- 4.1.3. **Ongoing Daily Checks.** Equipment will be visually and physically inspected daily before use at each appointment. This includes checking for structural integrity, stability, wear and tear, and overall cleanliness.
- 4.1.4. All daily checks will be recorded in a spreadsheet, including:
- Confirmation that the check was completed
 - Any issues or concerns identified
 - The date of the check

- The initials of the person conducting the check

4.1.5. Any equipment found to be damaged, unstable, or unsuitable will be removed from service immediately and either repaired or replaced before being used again.

4.2. Hygiene Policy

4.2.1. Fawx Massage Therapy is committed to maintaining the highest standards of hygiene to ensure the safety, comfort, and wellbeing of all clients. All hygiene practices follow industry best practices and are designed to prevent the spread of bacteria, viruses, and other pathogens.

4.2.2. **Therapist Hygiene.** The therapist will sanitise their hands before and after each massage. Appropriate personal hygiene will be maintained at all times, including clean uniform or clothing for each working day.

4.2.3. **Massage Equipment.** The massage bed will be sanitised thoroughly after each appointment, including all high-touch surfaces (e.g., face cradle, arm supports).

4.2.4. **Towels.** Used towels and linens will be stored separately from clean items in a designated laundry bag or container. All used towels will be washed at high temperatures using an appropriate detergent before being reused.

4.2.5. **Client Responsibilities.** Clients are asked to arrive clean and free from strong fragrances to help maintain a neutral, hygienic environment. Clients feeling unwell or experiencing symptoms of a contagious illness (e.g., cold, flu, stomach virus) are asked to reschedule their appointment to help protect others.

5. Paediatric Massage

5.1. Paediatric massage is the practice of using safe, gentle, and age-appropriate massage techniques to support the physical and emotional wellbeing of children. It can help with relaxation, body awareness, stress reduction, muscle tension, and general wellness.

5.2. At Fawx Massage Therapy, ensuring the safety and wellbeing of minors during massage treatment is of the utmost importance. To provide appropriate care and uphold professional standards, additional measures are implemented beyond our standard policies. These adaptations are specifically designed to safeguard children and young people receiving massage therapy. The following sections outline the specific adjustments we have made to support a safe, respectful, and comfortable environment for all paediatric clients.

5.3. Paediatric massage is available for children aged 7 years and older, depending on the individual child's maturity, ability to clearly communicate, and comfort with therapeutic touch. We believe that each child is unique, and their readiness for massage will be assessed in collaboration with their parent or legal guardian to ensure a safe and positive experience.

5.4. Session Structure Adjustment

5.4.1. For paediatric massage, the client is still expected to undress for treatment in accordance with our Clothing Guide. However, the client will never be fully undressed at any point during the appointment.

5.4.2. For full-body treatments, the session will be divided into two sections, upper and lower body.

5.4.3. Upper body. The client will undress the upper body, and massage will be performed on the front and back of the upper body.

5.4.4. Lower body. After the upper body treatment, there will be a short break for the client to redress the upper body and undress the lower body, after which massage will be performed on the front and back of the lower body.

5.4.5. Throughout the appointment, the client will be draped with towels in the same way as any other massage treatment. Only the area currently being massaged will be uncovered, with all other areas remaining fully covered. Full details of our draping procedures can be found on our Draping Techniques page.

5.5. Guardian Responsibilities

- 5.5.1. For clients under the age of 18, the following responsibilities apply to the child's legal parent or guardian to ensure the safety, legality, and suitability of the massage treatment.
- 5.5.2. **Appointment Booking.** A legal guardian must make all bookings on behalf of a minor client.
- 5.5.3. **Proof of Identification & Guardianship.** The guardian is required to provide proof of their own identification and proof of guardianship (such as a birth certificate, adoption certificate, or relevant legal document) prior to the first appointment.
- 5.5.4. **Completion of Client Intake Form.** The guardian must complete the Client Intake Form for the minor, including all relevant personal details, medical and health history, injury history, and any other information necessary to ensure safe and effective treatment. This form also includes providing formal consent for the massage.
- 5.5.5. **Attendance at Appointment.** The legal guardian must attend the appointment with the minor. If they are unable to attend, they must designate an authorised chaperone by requesting and completing an Authorised Chaperone Form, who will be responsible for attending in their place. The name of the authorised chaperone must be provided in advance.
- 5.5.6. Take responsibility for the child's comfort and behaviour throughout the massage session, supporting them to feel safe, respected, and at ease.
- 5.5.7. Follow all aftercare advice provided to ensure the child's wellbeing after treatment.
- 5.5.8. These responsibilities are in place to safeguard the wellbeing of minors and ensure that all treatments are provided in compliance with legal and professional standards.
- 5.6. Guardian Presence During Appointment
 - 5.6.1. Under 16
 - 5.6.1.1. A legal guardian or authorised chaperone must be present in the room for the entire duration of the massage. They are responsible for ensuring the minor feels comfortable, supported, and safe throughout the session, and must follow the Client Code of Conduct at all times.
 - 5.6.1.2. If the guardian or chaperone needs to leave the room for any reason, the treatment will be paused until they return. Should the guardian or chaperone leave the premises before the end of the session without arranging a replacement, the appointment will be ended immediately.
 - 5.6.2. Ages 16- 17
 - 5.6.2.1. A legal guardian or authorised chaperone must be present when the therapist arrives at the location of the appointment. While they are not required to be in the same room during the massage (unless this is what the client requests), they must remain within the same building for the entire appointment so they are nearby if needed.
 - 5.6.2.2. The guardian or chaperone must follow the Client Code of Conduct and is expected to be available if called upon during the session. If the guardian or chaperone leaves the building before the session has ended without arranging a replacement, the appointment will be ended immediately.
- 5.7. Appointed Chaperones
 - 5.7.1. An appointed chaperone is an adult designated by the legal guardian to accompany a minor client to their massage appointment in place of the guardian. The following requirements apply.
 - 5.7.2. **Authorisation via Appointed Chaperone Form.** The legal guardian must list any appointed chaperone by completing an Appointed Chaperone Form. This form must be completed before booking an appointment if the appointed chaperone will be attending instead of the guardian.
 - 5.7.3. **Minimum Age Requirement.** An appointed chaperone must be at least 18 years old.
 - 5.7.4. **Proof of Identification.** The appointed chaperone must provide valid proof of identity at the time of the appointment.
 - 5.7.5. **Responsibility During Appointment.** The appointed chaperone assumes responsibility for ensuring the child's comfort, safety, and behaviour throughout the massage session, in line with the Guardian/Chaperone Code of Conduct.

5.7.6. These requirements are in place to safeguard the wellbeing of minors and ensure compliance with professional and legal standards.

5.8. Consent

5.8.1. Parent or guardian consent is collected in the same way outlined in our base Consent Policy, via the Client Intake Form and the Pre-Massage Form. On the day of the appointment, treatment will only proceed if consent is gained from both the guardian/chaperone and the child.

5.8.2. At the start of the session, the child will be given a clear, age-appropriate explanation of the massage process and informed that they can stop or pause treatment at any time. They will be shown two ways to communicate this:

- **Verbally** - loudly saying "Stop"

- **Non-verbally** - Tapping themselves on the head three times with one or both hands

5.8.3. The therapist will conduct ongoing consent checks throughout the session to ensure the child remains comfortable and willing to continue.

5.8.4. If at any point before or during treatment the child indicates they wish to stop, the massage will either be paused to discuss their concerns or terminated entirely. This applies even if the guardian/chaperone requests that the treatment continue, the child's wishes always take priority.

5.8.5. At the end of the session, the guardian/chaperone will be asked to sign a Post-Massage Form confirming they were satisfied with the treatment and that any session notes are correct. While not legally binding, the child will also be invited to sign the form to help them feel more involved in the process.

6. Payment Policy

6.1. Fawx Massage Therapy operates a pre-payment policy for all appointments. This ensures smooth scheduling and protects both the client and therapist's time.

6.2. Upon booking an appointment, the client will receive a booking confirmation email which includes an invoice. This invoice contains all necessary information for payment, which must be made via bank transfer.

6.3. All appointments must be paid for in full at least 24 hours prior to the scheduled appointment time. Failure to complete payment within this timeframe will result in the appointment slot being forfeited and made available to other clients.

6.4. In the event that a refund is issued, the client will be required to provide the bank account details of the account into which the refund is to be made. This information will only be used for the purpose of processing the refund and will be deleted immediately after the transaction is completed.

7. Refund Policy

7.1. We understand that plans can change, and we strive to be as flexible as possible while ensuring fair notice for appointment adjustments. If you need to make changes to your booking, please contact us as soon as possible.

7.2. **Cancellations & Rescheduling (24+ Hours Before Appointment).** If you need to cancel or reschedule your appointment, you may do so at least 24 hours in advance for a full refund or to reschedule at no extra cost.

7.3. **Cancellations Within 24 Hours of Appointment.** If you cancel within 24 hours of your scheduled appointment, you will be eligible for a 50% refund.

7.4. **Missed Appointments (No-Show).** If you fail to attend your appointment without prior notice, you will not be eligible for a refund.

7.5. **No-Show Upon Therapist Arrival.** If the therapist arrives for your scheduled appointment and you are not available due to a forgotten booking, a double booking, or any other reason that prevents the session from going ahead, this will be treated as a no-show, and the session will not be refundable.

7.6. **Therapist Cancellations.** In the unlikely event that the therapist needs to cancel your appointment, you will be offered the option to reschedule at your convenience or receive a full refund.

