Massage Therapy Student Clinic Policies

The Tri-C Massage Therapy Student Clinic is a class that you are invited to participate in to enhance the students learning experience.

Late Policy
If you are less than 15 minutes late, you may either choose a shorter massage or reschedule. If you are more than 15 minutes late, you must reschedule. Massages of less than 35 minutes are not given.

New participants must arrive 15-20 minutes before their appointment time, in order to fill out the health form and read and sign waivers. New participants who arrive at their appointment time or later will be turned away and rescheduled.

There are no exceptions to this policy. Clinic staff, not participant, determines amount of time participant is late.

Cancellation/No Show Policy
You will not be eligible to receive further massages for the current semester if you:

- Cancel an appointment with less than 24 hours’ notice 2 times
- OR No show (no notification) for an appointment 1 time

This means you will not be permitted to make another appointment for the remainder of the semester. You will be notified when the remainder of your appointments are cancelled.

Please understand that this is a class and students depend on you to be at your scheduled appointment to practice their massage skills and attain the required clinical hours. Moreover, there is a high demand for appointments; please be courteous and give appropriate notice so that we can fill your appointment.

- **Important:** Your appointment could be cancelled with little or no notice due to student absences or emergencies. We apologize for any inconvenience, and will give you priority on our waiting list for the next available appointment.

Waiting List
Please note that you are not guaranteed an appointment if you are put on our waiting list. Our goal is to fill our appointments for student massage therapist as quickly as possible so that they have the opportunity to practice massage. This will be done on a “first-come, first-served” basis; therefore, walk – in, or call – in participants may also be offered any available openings.

Scheduling Each Semester
You will be notified by email when our new semester schedule becomes available. Please make sure you supply the staff with your most current email addresses, cell phone number and any changes. **Please note**: You will not automatically be placed on our new semester schedule for the dates and times that you have requested on our voicemail. We must always personally speak with you to schedule your appointments.

Discounted Price
To receive the senior citizen discount, you must show proper ID to prove your eligibility. All participants eligible for the Tri-C student, staff, and faculty discount must notify the staff and have their S number available to verify eligibility. **If we are unable to verify your status, you will have to pay the full price for the massage.** Note: You cannot give your discount to anyone else.
Privacy Policy
All participant records are kept in the strictest confidence by the clinic. Records are secured and only staff, faculty and students who need to see a participant’s records for legitimate business or educational purposes have access to them. Records are never released to third parties, including health providers and insurance companies, without the written consent of the participant. Records may be surrendered if required by law.

Other Important Information:
- Children are not permitted to be left unattended on college premises. If you do not have an adult to supervise your children, then you must cancel your massage and reschedule.
- Parents must accompany children under 18 years of age at all times and fill out and sign all paperwork.
- You may have money loaded to your Massage Therapy Clinic Card or My Tri-C Card before checking in for your appointment at the clinic desk. If you want us to load your card, please arrive early for your appointment and provide a credit or debit card. We are not able to take cash or checks.
- Clinic is open during fall, spring and summer semesters and is closed during all breaks and holidays. Appointments are available in the day and evening. Schedule of appointments varies from semester to semester.
- If possible, we ask that you please bathe or shower before your massage appointment. Underwear/panties must be worn at all time. Bras are optional. No exceptions.
- Any participant currently under the care of a physician may be required to provide a medical release before receiving a massage, or be turned away. Call the clinic at 216-987-2417 to obtain a form or for more information.
  - IMPORTANT: Participants with certain health issues may not be eligible to receive a massage in the student clinic. The instructor/clinic staff determines if the students are trained to safely and effectively massage the participant.
- Parking is free for visitors. Lot’s ‘D’ or ‘R’ are the closest to the EHCT building.
- No food or beverages are permitted in the clinic. Cell phones and other electronic devices must be turned off during the massage.
- Noise levels will vary. Conversation of an intimate or personal nature is not permitted between student and participant.
- If you bring your own massage oil, it must be unscented.
- Requests for a male or female student therapists are not guaranteed.
- Due to student training, pregnant women cannot participate in the clinic.
- Licensed massage therapists will be monitoring massages at all times.
- We are not responsible for lost or stolen Massage Therapy Clinic cards, My Tri-Cards
- We are not responsible for lost or stolen personal items in the clinic.
- We have the right to terminate your massage or refuse to serve you.
  - Inappropriate conduct such as suggestive comments and sexual innuendo, touching of a massage student or other behavior deemed inappropriate will result in the immediate termination of the massage session and permanent ineligibility for clinic services.
  - Physically or verbally abusive behavior, being disruptive, intoxicated, abusing policies or arguing with the staff will also result in permanent ineligibility for clinic services.