



# Dorsey Schools Massage Therapy Clinic

## Frequently Asked Questions

### ***What is Massage?***

Massage is a general term that refers to the pressing, rubbing and manipulating your skin, muscles, tendons and ligaments.

### ***Do I need to schedule an appointment?***

Yes, please contact one of our clinic locations to schedule your appointment. We ask that clients arrive 15-minutes prior to their scheduled appointment time to complete the necessary paperwork prior to your treatment.

### ***What are your operating hours?***

Hours may vary by location and based upon the availability of practitioners. Please contact one of our Massage Therapy Clinic locations for their hours of operation.

### ***If I need to re-schedule or cancel my appointment, what should I do?***

We realize that occasionally circumstances may prevent a client from attending their scheduled appointment, however, due to the limited availability of appointments; we ask that clients contact us in advance. We appreciate you contacting us at least 24-hours in advance if you are unable to attend your scheduled appointment. If a client cancels in less than 24-hours on two occasions, we will no longer be able to schedule that client for future appointments. In rare instances, the Massage Therapy Clinic at Dorsey Schools may need to cancel a client's appointment due to instances such as school closure, student illness, etc. We will make every reasonable attempt to contact a client in advance if we need to cancel/re-schedule your appointment.

### ***What happens if I arrive late to my appointment?***

In the event a client is late to their scheduled appointment, their treatment may be shortened in order to properly accommodate appointments scheduled thereafter.

### ***How much does a Massage Therapy Treatment at Dorsey Schools Massage Therapy clinic cost?***

We offer clients a Swedish Massage treatment (for one-hour) at the affordable rate of \$25. If you have questions regarding other types of Massage treatments (chair massage, sports massage, deep tissue massage, etc.) please contact the Massage Therapy Clinic directly.

### ***How can I pay for my massage?***

We accept cash, check and credit card (Visa, MasterCard, and American Express).



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### ***What can I expect before, during, and after my massage?***

We ask that clients arrive to the Massage Therapy Clinic 15-minutes prior to the scheduled appointment to complete the necessary paperwork prior to the treatment. Upon arriving to our facility, you will be asked to review and sign a Client Intake Agreement form (also available on our website). Prior to your massage treatment, you will be taken into one of our massage rooms. Please note: there are multiple massage rooms separated by curtains within in a single space, as a result, we ask clients to exercise consideration for others in the massage rooms by keeping talking to a minimum and doing so in a low tone when needed.

Once in the room, you will be asked to disrobe. The practitioner will leave the massage room prior to you disrobing to allow you privacy. We ask that clients remain in their undergarments for their massage treatment, and a client may disrobe to their level of comfort. Once disrobed, a client may relax on the table and cover themselves with a clean sheet or towel that will be provided by your practitioner. You will be properly draped during the session to keep you comfortable, and only the areas of the body being worked on by the practitioner will be exposed. A typical full-body massage involves work on the back, arms, legs, shoulders, neck, head, hands, and feet.

During your massage treatment, please inform your practitioner of any sore spots or pain. A Swedish Massage generally starts with broad, flowing strokes that help relax specific areas and relieve any muscle tension. As the areas being massaged become more relaxed, increased pressure may be applied to relieve muscle tension. During treatments, the practitioner will often use a light oil or lotion to avoid any excessive friction or discomfort while hydrating the skin. If you experience any discomfort or pain during your treatment, you should inform your practitioner immediately. Massage treatments are most effective when the body is relaxed and not resistant to the bodywork being provided.

After a treatment, many people feel very relaxed. Once your session has concluded, the practitioner will leave the room allowing you time to get dressed privately. Given the relaxing nature of massage, it is not uncommon for clients to take a few moments in order to regain focus after the treatment. Prior to leaving the Massage Therapy Clinic, you may be asked to provide feedback on the practitioner and your overall experience. Since the Massage Therapy Clinic is an integral part of the learning experience for our students, we greatly appreciate the feedback of our clients.



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### ***Where will my massage take place?***

Massage treatments will take place inside the Massage Therapy Clinic located at a Dorsey Schools campus. The Clinic space will have multiple “massage rooms” separated by curtains. As such, we ask our clients to exercise consideration for others by keeping talking to a minimum and when talking, speaking in a low tone.

### ***Who will be performing the massage?***

Massage treatments at the Dorsey Schools Massage Therapy Clinic will be performed by the talented students enrolled in the Massage Therapy program, under the close guidance and supervision of professional licensed Massage Therapists.

### ***Must I be completely undressed for my massage?***

No, in fact, all clients must remain in their undergarments for their treatment. You should only disrobe to your comfort level. A typical full-body massage involves work on the back, arms, legs, shoulders, neck, head, hands, and feet.

### ***What does a Swedish Massage feel like?***

A Swedish Massage generally starts with broad, flowing strokes that help relax specific areas and relieve any muscle tension. As the areas being massaged become more relaxed, increased pressure may be applied to relieve muscle tension. During treatments, the practitioner will often use a light oil or lotion to avoid any excessive friction or discomfort while hydrating the skin. If you experience any discomfort or pain during your treatment, you should inform your practitioner immediately. Massage treatments are most effective when the body is relaxed and not resistant to the bodywork being provided.

### ***What should I do during the massage?***

During your treatment we encourage you to relax the muscles and the areas being worked on by your practitioner. If, however, at any point in time you experience any type of pain or discomfort, please inform your practitioner immediately. Since the massage rooms are only separated by curtains, we ask that our clients keep talking to a minimum, but when doing so, please speak in a low tone so it is not disruptive to other clients who may be receiving treatments in a nearby room.



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### ***Are there different types of massage?***

There are several different types of massage, such as Swedish Massage, Chair Massage, Sports Massage, Deep Tissue Massage, etc. The Massage Therapy Clinic at Dorsey Schools offers Swedish Massage to clients, however, if you have questions about (or may be interested in another massage service), please feel free to contact one of our Massage Therapy Clinic locations.

### ***How might I feel after the massage?***

After a treatment, many people feel very relaxed. Given the relaxing nature of massage, it is not uncommon for clients to take a few moments in order to regain focus after the treatment.

### ***Are there any medical conditions that may make a massage inadvisable?***

If you are currently under the care of a health care provider, we do recommend that you consult with them prior to receiving a massage therapy treatment. Our practitioner will ask prior to the treatment if there are any conditions that they should be aware of prior to performing the treatment. Please also inform your practitioner if you have any allergies to products that may be contained in the oils/lotions used during the treatment.