

### Before your Massage Visit

Many guests are not sure what to expect when they come in for a massage so we have put together some answers to frequently asked questions.

All of our Massage Therapists are highly trained professionals who are committed to the highest standards of customer service and ethics. They are required to have a valid permit to work in the City of Walnut Creek or hold the California State Certification CAMCT. More at <https://www.camtc.org/> or <http://www.walnut-creek.org/>

Will I be exposed during my massage?

Our Massage Therapists use appropriate draping techniques to ensure that you are modestly covered throughout your service. Only the area being massaged is uncovered. Drapes are held in a specific way when you change positions on the table to ensure your modesty is not compromised. A professional massage therapist will never come into contact with your genitals or breasts during your massage.

You are welcome to undress to your level of comfort. Robes and slippers are provided in the locker rooms.

Will the massage therapist be there when I undress?

You will change into a robe in the locker room. Your Massage Therapist will leave the treatment room while you disrobe and lie on the massage table (usually face down) under the top sheet.

Don't rush or worry that the massage therapist will walk in on you -- your massage therapist will knock and ask if you are ready then wait for your reply before entering the room.

Should I talk during the massage?

Although some people prefer to talk throughout the massage, don't ever feel like you need to make conversation with your massage therapist. Feel free to close your eyes and relax, which is what most people do.

Some types of massage, especially Deep Tissue or Sports Massage, require more feedback. Your massage therapist often works on deeper layers of muscle and will want to ensure that the pressure is not uncomfortable.

*Please know your therapist wants you to have the best possible experience.*

Always speak up if:

The room is too warm or too cold.

You experience pain or discomfort.

You have any questions related to the massage.

There's anything you forgot to mention during the consultation.

You are uncomfortable in any way.

If there are areas you would like the therapist to focus on or areas you would prefer they avoid.

The pressure isn't deep enough, but I don't want to insult the therapist's technique. What should I do?

Communicate openly with your massage therapist. Keep in mind however that it's a myth that massage therapy has to hurt to be effective. Some of the most effective types of massage therapy are gentle and do not involve deep pressure or pain. In fact, too much pressure can cause muscles to tense up.

Always remember to provide complete and accurate information on your health history form, so that the massage therapist is aware of any precautions or contraindications.

Will I be comfortable with a male/female therapist?

If you have a gender preference you can always request a male or female Massage Therapist at the time of scheduling.

We assure you that we are very particular when hiring therapists to ensure they can provide an excellent and professional massage experience to both male and female guests.

Can I use the steam room?

Yes! We have a steam room for women and a steam shower for men. Please arrive 20 to 30 minutes early if you would like to steam **before your massage** or you are welcome to enjoy steam after your massage (providing you don't have another service immediately following).

Lockers, showers and styling area are available.