

Standard SPOTLIGHT

Fees and Billing

About Standard Spotlights

Standard Spotlights are educational resources to help Registered Massage Therapists/Massage Therapists (RMTs/MTs) reflect on whether they are practising in a way that meets the expectations established by CMTO's *Standards of Practice*.

Key expectations of this Standard

Key expectations include maintaining accurate financial records, charging fair and equitable fees, communicating information about fees, and including specific information on receipts.

Importance of these key expectations

RMTs/MTs must maintain financial records in accordance with the regulations in the [Massage Therapy Act, 1991](#) which are consistent with the values and principles established in the *Code of Ethics*.

Meeting these key expectations

Questions to help you reflect on whether you are meeting the expectations include:

- What information must be included in financial records?
- How do you communicate information about your fees and cancellation policy?
- What information must be included on a receipt for Massage Therapy treatment?
- How do you prepare receipts when they are paid for by a gift certificate or gift card?
- How do you protect your signature and registration number from misuse?
- What is your obligation to patients if you are delisted by an insurance company?