



City of Laguna Hills
Massage Establishment

Operational Requirements

Each owner, operator and manager shall be responsible for ensuring compliance with the following operational requirements, which shall apply to all massage establishments:

A. Facilities

1. No massage establishment shall, during business hours, block visibility into the interior reception and waiting area through the use of curtains, closed blinds, shades or any other material that obstructs, blurs or darkens the view into the massage establishment.
2. The hours of operation shall be displayed in a conspicuous place in the reception area and in any front window clearly visible from outside of the massage establishment. Patrons and visitors shall be permitted in the massage establishment only during the posted hours of operation.
3. Front doors used for patron access shall remain unlocked during business hours unless the massage establishment is a business entity owned by one individual with only one or no employees. All doors leading into rooms where massage is performed shall remain unlocked during business hours. Internal offices or areas where cash or valuables are stored may be locked.
4. The following notice in a minimum 16-point font shall be displayed in an accessible and conspicuous public place in the reception area of the massage establishment and in each room where massage is performed:

NOTICE TO ALL PATRONS: THIS MASSAGE ESTABLISHMENT AND THE MASSAGE ROOMS DO NOT PROVIDE COMPLETE PRIVACY AND ARE SUBJECT TO INSPECTION BY LAW ENFORCEMENT AND AUTHORIZED CITY OF LAGUNA HILLS PERSONNEL WITHOUT PRIOR NOTICE.

5. Minimum lighting shall be provided in accordance with the city's electrical code and, in addition, at least one artificial light of not less than 40 watts shall be provided in each room or enclosure where massage is performed and shall be activated at all times while a patron is in such room or enclosure.
6. Closed cabinets or other covered space shall be provided and utilized for the storage of clean linens, and receptacles acceptable to the city shall be provided for the deposit of soiled linen.
7. The walls in all rooms where water or steam baths are given shall have a washable, mold-resistant surface.
8. A minimum of one toilet and one separate wash basin shall be provided for patrons in each massage establishment, which basin shall provide soap or detergent and hot running water at all times. A permanently installed soap dispenser, filled with soap, and a single service towel dispenser shall be provided at the restroom hand wash sink. A trash receptacle shall be provided in each toilet room. Showers may be provided at the operator's option.
9. All massage establishments shall have clean and sanitary towels, sheets and linens in sufficient quantity to meet the requirements of this chapter. Reuse of towels, sheets and linens is prohibited unless the same have first been laundered. Heavy white paper may be substituted for sheets, provided that such paper is used only once and then discarded into a sanitary receptacle.
10. All walls, ceilings, floors, pools, showers, bathtubs, steam rooms and all other physical facilities including appliances and apparatuses for the massage establishment shall be in good repair and maintained in a clean and sanitary condition. Wet and dry heat rooms, steam or vapor rooms, or steam or vapor cabinets,

shower compartments and toilet rooms shall be thoroughly cleaned and disinfected each day the business is in operation. Bathtubs shall be thoroughly cleaned and disinfected after each use.

11. Disinfecting agents and sterilizing equipment shall be provided for any instruments used in the performance of massage and the instruments shall be disinfected and sterilized after each use.
12. A massage table shall be provided in each massage room or enclosure and the massage shall be performed on this massage table. The tables shall have a minimum height of eighteen (18) inches. Two-inch thick foam pads with a maximum width of four feet may be used on a massage table and must be covered with durable, washable plastic or other waterproof material. Beds, mattresses, waterbeds, futons, sofa beds, or any type of portable or convertible beds are not permitted on the premises.
13. No part of the massage establishment shall be used for residential or sleeping purposes.
14. A sign, measuring at least 8.5 inches by 11 inches in size, containing the following written notice in minimum 16-point font, shall be posted in a conspicuous place near the public entrance of the massage establishment or in another conspicuous location in clear view of the public and employees where similar notices are customarily posted, displayed in English, Vietnamese, Mandarin, Spanish, Cantonese, and Korean:

SLAVERY AND HUMAN TRAFFICKING NOTICE (Cal. Civil Code § 52.6)

If you or someone you know is being forced to engage in any activity and cannot leave – whether it is commercial sex, housework, farm work, construction, factory, retail, or restaurant work, or any other activity - call the National Human Trafficking Resource Center at 1-888-373-7888 or the California Coalition to Abolish Slavery and Trafficking (CAST) at 1-888-KEY-2-FRE(EDOM) or 1-888-539-2373 to access help and services.

Victims of slavery and human trafficking are protected under United States and California Law.

The hotlines are:

- **Available 24 hours a day, 7 days a week.**
- **Toll-free.**
- **Operated by nonprofit, nongovernmental organizations.**
- **Anonymous and confidential.**
- **Accessible in more than 160 languages.**
- **Able to provide help, referral to services, training, and general information.**

B. Operations

1. No massage establishment shall be kept open for business or operated between the hours of ten (10:00) p.m. and seven (7:00) a.m.
2. A register of all certified massage practitioners who are currently providing, or who have previously provided, massage services on the premises, showing the names, nicknames, and aliases used by such employees, along with the dates of their employment and termination, if applicable, and copies of each certified massage practitioner's current state certificate and CAMTC-issued identification card, shall be maintained on file on the premises of each massage establishment, and shall be made available upon request to any individual, including but not limited to, any regulatory official to the city.
3. Within ten (10) business days of a massage establishment hiring or contracting with a new certified massage practitioner to provide massage services, written notice of the name and residential address of the new employee and copies of his or her current state certificate and CAMTC identification card shall be filed with the Director.

4. Written notice shall be provided to the Director within ten (10) business days of the expiration, revocation, suspension, or surrender of an employee's state certification, and no employee whose state certification is expired, revoked, suspended, or surrendered shall be permitted to provide massage at the massage establishment until and unless valid state certification has been reestablished and notice and copies of such employee's current state certificate and CAMTC identification card have been provided to the Director.
5. All documents or information pertaining to a certified massage practitioner that is required to be maintained or provided pursuant to this Section 4-28.060(b) shall be maintained at the massage establishment for a minimum of two years following the date that a certified massage practitioner ceases providing massage at the massage establishment; such documents or information shall be provided to city regulatory officials upon demand.
6. A manager shall be present on the premises during all times that the massage establishment is open. A written statement designating the person or persons authorized to act as a manager shall be filed with the Director prior to commencement of operation of the massage establishment and within ten (10) business days of any managerial change.
7. The name of each on-duty manager and each on-duty certified massage practitioner shall be posted daily in an accessible and conspicuous public place in the reception area of the massage establishment.
8. No massage establishment shall be open for business without having at least one certified massage practitioner on the premises and on-duty.
9. Any and all employees providing massage services shall carry and have on their persons, visible for the patron to see, a current and valid CAMTC-issued identification card that was issued to them; such identification card shall be provided to city regulatory officials upon demand.
10. Any and all changes of address or ownership of a massage establishment shall be reported immediately to the Director. Operator's permits are issued to specific owners and for specific fixed locations only. A new operator's permit shall be obtained prior to the proposed relocation of a massage establishment, opening of another location, or change in ownership of the massage establishment.
11. No massage establishment shall operate as a massage school, or use the same facilities as that of a massage school.
12. Each service offered, the price thereof, and the minimum length of time such service shall be performed shall be posted in an open and conspicuous public location in each massage establishment. All letters and numbers shall be capitals, and not less than one inch in height. No services shall be performed and no sums shall be charged for such services other than those posted. Nothing herein prohibits a voluntary tip being paid by the patron. All arrangements for services to be performed shall be made in a room in the massage establishment which is not used for administration of massages, baths or health treatments, unless no other room exists in the massage establishment.
13. Any posted signs which are in a language other than English shall also be posted in English.
14. The operator's permit issued to the massage establishment shall at all times be displayed in an accessible and conspicuous public place in the reception area of the massage establishment.
15. Copies of the current state certificates held by the employees providing massage services at the massage establishment shall at all times be displayed in an accessible and conspicuous public place in the reception area of the massage establishment; such copies shall be provided to city regulatory officials upon demand.
16. No alcoholic beverages or controlled substances shall be sold, served, furnished, kept, consumed, or possessed on the premises of any massage establishment.

C. Prohibited Conduct

1. Each owner, operator and manager shall be responsible for the conduct of all employees on the premises of the massage establishment. Any act or omission of any employee constituting a violation of any provision of this chapter shall be deemed the act or omission of each of the owners, operators, and managers for purposes of determining: (a) compliance with this chapter; and (b) whether the operator's permit shall be suspended, revoked or renewed.
2. No owner, operator or manager, shall hire, employ or allow any person to perform massage services unless such person possesses a valid and current state certificate. Each owner, operator and manager of a massage establishment shall have a continuing obligation to verify that all employees providing massage services hold the state certification required by this chapter.
3. No electrical, mechanical, or artificial device shall be used by any massage establishment employee for audio and/or video recording or for monitoring the performance of massage, of the conversation or of other sounds in the massage rooms or enclosures, without the prior written consent of the patron.
4. No employee shall violate the provisions of Section 647(b) of the California Penal Code (Solicitation of prostitution), or any other state law involving a crime of moral turpitude.
5. No employee shall engage in any form of unprofessional conduct as defined by Section 4609(a)(1) of the California Business and Professions Code, as may be amended from time to time, including without limitation:
 - a. Engaging in any form of sexual activity on the premises of a massage establishment.
 - b. Engaging in sexual activity while providing massage services for compensation.
 - c. Providing massage of the genitals or anal region.
 - d. Providing massage of female breasts without the written consent of the person receiving the massage and a referral from a licensed California health care provider for such massage.
6. No employee shall dress, while engaged in the practice of massage, or while visible to patrons in the massage establishment, in any of the following:
 - a. Attire that is transparent, see-through, or substantially exposes the person's undergarments.
 - b. Swim attire, if not providing a water-based massage modality approved by CAMTC.
 - c. A manner that exposes the employee's breast, buttocks, or genitals.
 - d. A manner that constitutes indecent exposure in violation of Section 314 (Lewd or obscene conduct; indecent exposure) of the California Penal Code.
7. No employee shall expose their genitals, pubic region, buttocks, anus, or in the case of a female, her breasts below a point immediately above the top of the aureole, to the view of a massage establishment patron.
8. A massage establishment patron's genitals, anus, and in the case of a female, her breasts, except as may be permitted by subsection (C)(5)(d) of this section, must be fully covered at all times while a certified massage practitioner or other employee is present in the same room as the patron.