

# **Massage Therapy Policies**



## **Cancellation Policy**

Due to limited availability, a 48-hour notice is required for rescheduling or cancellation. Cancellations and/or failure to show for scheduled appointments affects other clients and prevents the massage therapist from helping someone else in need.

Our office requires a credit card on file to reserve your appointment. Failure to call or show to your confirmed appointment will authorize Align Chiropractic Wellness Center, LLC to charge the credit card on file. If the credit card on file is declined, payment is due for the missed appointment before scheduling a new appointment. In addition, full treatment cost is due prior to the newly scheduled appointment. All the above, will apply to same day scheduled appointments that are missed without notice.

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## **Late Arrivals**

Our main goal is to remain on time. Arriving late may result in a shortened appointment time and clients will be responsible for full treatment fee. It is recommended that a client notifies the office if running late for scheduled appointment.

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## **Appointment Confirmations**

Appointment confirmation texts are sent 1 day prior to the scheduled appointment.

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## **Age Requirements**

Children 17 and under who wish to receive a massage must have parental consent. A parent or guardian must sign the intake form. A parent or guardian must be present during the massage.

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## **Health Conditions**

Please notify the massage therapist if you are pregnant or think you may be pregnant. Massage therapy is only recommended to prenatal clients in their 2<sup>nd</sup> trimester and beyond.

If you are aware of a rash, open sores, and/or other skin irritations, please notify the massage therapist prior to your scheduled appointment. For your safety, the massage may be modified.

If you are experiencing a fever, chills, and/or cough please notify the massage therapists prior to your scheduled appointment. Our office will make accommodations to reschedule your appointment.

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## **Refund Policy**

To provide an excellent experience, if a concern arises during your massage, please notify the massage therapist immediately. All concerns will be promptly addressed by our office to ensure the client's needs are met and satisfied. We do not offer refunds.