



Massage Appointment Policy

From the very first appointment, we try to establish open lines of communication with our patients. With that mutual understanding in place, we can work cooperatively toward the same goal: sustained spinal health.

Due to the nature of our specialty, most often we see patients who are in pain and in need of immediate care. Therefore, our appointment times are very valuable to our patients. Massage appointments are scheduled to begin on the hour. So that we may keep our schedule on time, we ask that you arrive no later than 5 minutes prior.

Massage appointments are limited in their availability. When we schedule a massage session for you, that time is yours - it belongs to you. Our therapists work by appointment and have reserved their time for you and you deserve their undivided attention. So when a cancellation happens without proper notice, someone else that is in pain has lost the opportunity to get the care they need and the therapist has lost that time as well.

Due to the importance of our appointments, we require a minimum 24 hour cancellation notice. There will be a cancellation fee of \$25.00 if we do not receive a minimum of 24 hours notice. First time patients who have not yet been seen in our office will be asked for their credit card information in order to be billed the cancellation fee if the appointment is cancelled without proper notice. If you miss or are late to 3 massage appointments, you will be placed on an "on call" status – you will no longer be able to schedule in advance, but you will be able to call in to see if there is an appointment time available for that day.

We are committed to providing the best chiropractic and massage care to all of our patients. Our staff has made a promise, professionally and personally, to give you the concern, respect and care that make our office a comfortable and pleasant place to visit. We thank you in advance for your cooperation in keeping your scheduled appointments.

Patient name

Patient signature

Date