

# Wellstar Health Place

## Massage Policies and Procedures

### **Scheduling Appointments**

At the time an appointment is scheduled, we require a credit card to secure your appointment time. We can use the credit card on file or you can provide a new one. You will not be charged until you arrive for your appointment. Please note that temperature screenings are required for all clients at the door upon entering Health Place during this time.

### **Client Disclosure**

WellStar Health Place requests that each client provide a complete history of all previous and current medical conditions to our massage intake form. The client will complete the form to the best of his/her ability and will not hold Health Place responsible for any conditions not disclosed. Massage therapy services will not be provided until the client completes the intake form. Health Place provides services in a manner that honors the privacy and modesty needs of its clients. A renewal form for health history will be requested each year.

### **Late Arrivals**

We request that you arrive 15 minutes early for your first appointment and shortly before your scheduled time for subsequent appointments. If you are late, your appointment will not be extended to cover your late arrival and you will be responsible for full payment of your appointment.

### **Cancellation**

If a client must cancel an appointment, we require at least a 24-hour notice of cancellation. Any appointments not canceled in accordance with this policy will result in the client being charged a \$25 cancellation fee. If the client is a no call/no show for the appointment, the client will be charged the full price for his/her massage using the credit card on file. Please call the front desk at 770-793-7300 or email [heathplacemassage@wellstar.org](mailto:heathplacemassage@wellstar.org) to cancel. Appointments canceled by Health Place due to a therapist illness or emergency will be rescheduled at a mutually convenient time.

### **Payment Terms and Discount Policy**

Payment is due at the time services are rendered. Payment options include cash, check, Visa, Mastercard, AMEX and Health Place gift certificates. There are no discounts with an upgrade of services. Duplicate discounts are not accepted. Tipping your therapist is appreciated but not expected.

### **Etiquette**

When making your appointment, please let the front desk know if you need additional assistance in preparation for your massage or have special circumstances that your therapist will need to be aware of. Do not get a massage if you are sick with a fever or other contagious illness within 24 hours. Communicate with your therapist regarding depth of pressure, talking during the massage, or if you do not want certain body parts touched (i.e. head, face, glutes, feet etc.). Let the therapist know if you have had any change in your medical status since your last massage and update your file accordingly. Be upfront about any medical conditions in order to receive the best service possible. Please shower or freshen up before your massage. Inappropriate behavior will not be tolerated.

### **Post-Massage Care**

Drink plenty of fluids after your massage. Experiencing stiffness or pain for 24-72 hours after a massage can be a normal reaction depending on the type of massage received. Get plenty of rest to prolong the calm feeling of wellbeing. For your safety, it is recommended to avoid sitting in the hot tub, steam room, or sauna immediately after your massage.

By responding to my appointment email **CONFIRMED**, I understand and agree to the terms listed above.

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Client Name

Date