

# Therapeutic Massage Policies

At Chiropractic Health Center of Glastonbury, we pride ourselves on offering the best care for our clients. Please make yourself aware of our therapeutic massage policies described below. Our policies have been designed to ensure you enjoy a truly therapeutic and relaxing visit with us.

## Booking Appointments

Please schedule an appointment in person, or call 860-657-8800. Currently, we do not offer online booking. If you would like to schedule an appointment with a particular therapist, please indicate so at the time of booking.

## Cancellation Policy

We understand that occasionally you may have to cancel an appointment with us. However, we do ask that you give us fair warning. You will be telephoned the day before to confirm your appointment. As a courtesy to our clients and staff, it is company policy for all clients to give 24 hours notice of cancellation.

Those canceling less than 24 hours in advance will be charged half the value of the missed services. Clients who do not call and fail to show up for their appointment will be charged 100% of the service price.

## Late Policy

If you arrive late, your appointment may be shortened by that amount of time. Full payment will still be due.

## New Clients

We respectfully request that you arrive 10 minutes prior to your scheduled appointment time to fill out the proper paperwork for your therapist. You also have the option of printing the same form from our website to fill out at home, and bring with you on your FIRST visit.

## Payment Information

We accept credit cards (MasterCard, and Visa,) cash, and personal checks.

## Series and Packages

Please ask about our Massage Packages at the Front Desk! Packages are discounted and must be paid in full at the time of purchase.

## Gift Certificates

Let us help you give back to that special person. Gift certificates may be purchased at the front desk.