

# Thank you for choosing Henry Ford Health Center for Integrative Medicine (CIM) for massage therapy. Please see our massage therapy policies below:

## Cancelation and no-show policy

To ensure that all of our clients are treated fairly and are able to receive treatment in a timely manner, CIM asks that you provide at least 24-hours' notice if you need to change, reschedule, or cancel your appointment. If you change or reschedule your appointment without providing us with 24-hours' advance notice or fail to keep your appointment (if you are a no-show), you will be charged a fee of \$42.

## Late arrival to appointments

All scheduled massage therapy appointments will end at the stated ending time in order for us to stay on schedule. Individuals who arrive late to their scheduled appointment will be charged for the full session and will not receive a time extension. Please arrive 15 minutes prior to your scheduled appointment. This allows for you to be checked in at our front desk and start your session on time.

We also ask that you call to let us know if you are running late. We can be reached at 833-246-4347.

## Illness policy

If you currently or have recently had any respiratory, flu, or cold symptoms including; fever, chills, nasal drainage/congestion, sore throat, cough, muscle aches, or shortness of breath, you are required to reschedule your appointment for a date at least 10 days in the future. If you show up to a massage appointment with these symptoms, you will not be treated. Getting a massage could actually make symptoms worse and prolong the healing process.

## Appointment length

We only offer 60-minute appointments at CIM. Clients are only allowed to book one session per day. A 60-minute appointment is actually 50-55 minutes of hands-on work. The additional time includes: the patient assessment, time to disrobe before the massage, and get dressed again after the massage. It's a common industry standard to receive 50 minutes of hands-on work.

## Massage Packages

After your first session you are eligible to buy a massage package. A package consists of 6 massages at the price of 5 visits. The cost for a package is \$425. This is a total savings of \$85. Packages cannot be purchased prior to the day your package starts. Packages are non-refundable and non-transferable. Packages do not expire and can be used at any CIM location.