



2101 N. Aurelius Rd. #2C | Holt, MI 48842  
Office Number: 517-709-3071

### **OFFICE, FINANCIAL AND CANCELLATION POLICIES**

Thank you for choosing our office to meet your Massage Therapy healthcare needs. It is our optimal goal to provide you and your family with the highest quality of care, while maintaining a friendly and relaxing environment. In order to keep our standards of care at a level which best serves your massage therapy needs, we ask you to please observe the following guidelines.

#### **Office and Financial Policies**

- We require you pay at the time we provide services to you or prior to your appointment. If your insurance covers massage therapy we require you to pay and submit to your insurance for reimbursement. For your convenience, we accept cash, check, Visa, Mastercard, American Express and Discover.
- We cannot emphasize too strongly that the extent of your insurance benefits is a contract between you, your employer and your insurance company. We are not a part of that contract. We had no input into any of the decision-making. As your Massage Therapy healthcare provider, our relationship is only with you, not your insurance company. We highly recommend that you know your specific Massage Therapy benefits before your care begins by calling your insurance company, as you are ultimately responsible for any of the monies not covered by your insurance.

#### **Cancellation Policy**

- The office requires a minimum of 24 hours notice if an appointment must be rescheduled. If less than 24 hrs notice is given a \$20 fee will be assessed. In the event that no notice was given and the client does not show up for their appointment, then you will be required to pay the full cost of the treatment booked.

**I accept full financial responsibility for expenses incurred at Back n' Balance Massage and Functional Training.**

**I have read and understand the above conditions.**

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**Signature of Responsible Party**

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**Date**