



Massage Therapy Policy Form

Cancellation Policy:

We have a 24 hour cancellation policy. For example, if your appointment is at 4:00pm on Wednesday you must cancel before 4:00pm on Tuesday.

There are fees associated with missed or cancelled appointments and these fees are listed below:

Missed appointment fee: A fee totaling 50% of the cost of service will be levied for missed appointments without cancellation notice 24 hours prior to the scheduled appointment.

Illness and Exceptional Circumstances:

If you or your child is sick, or there is an act of god (i.e. weather, accident, injury, etc.), there will not be a fee applied to a missed or cancelled appointment. Practitioners will not show up under these circumstances either and therefore we do not expect you to.

If you are ill, please do not come in for treatment and call us to reschedule your appointment.

There are times where appointments need to be rescheduled on the practitioners' behalf due to the above listed circumstances as well. Although this does not occur often, we understand that this can be an inconvenience and apologize in advance.

Accounts Receivable Policy:

You as a client are ultimately responsible for payment of the treatment. Payment and co-payments are due on the date of your appointment.

DVA/RCMP/MVA/Blue Cross patients and so on:

If after 90 days your insurance company, work program, sports program, etc. has not provided payment to the massage therapist or Kinesis Health Associates, you will be expected to pay for the treatments immediately by cash, debit or credit card.

All forms: Insurance/DVA/RCMP/EASE must be filled in and completed on date service is provided. Failure to do so will result in client paying in full on date service provided.

Please sign and date that you understand the cancellation and accounts receivable Policy:

Name: _____

Date: _____

Signature: _____

(Signature of parent or guardian needed for patients under the age of 18.)