



Policies

Health Information and COVID-19 Recovery:

It is the client’s responsibility to provide health updates if any changes have occurred since the initial health history form was submitted. It is the client’s responsibility to answer all screening questions honestly. Due to increased concerns around blood clotting following infection with COVID-19, if a client has had a known infection we will not be able to provide massage services until three (3) months have elapsed since recovery. Please let us know if you have any questions.

Payment Options:

Due to the pandemic, HMT accepts credit cards only, including HSA/FSA cards. Payment is due at time of booking. All co-payments/co-insurance for insurance will be invoiced electronically.

Insurance Accepted:

HMT is a provider with First Choice Health Network and Aetna (existing clients only, appointments with Marian). HMT also accepts PIP (automobile accident injury) and L&I (work-related injury) Claims.

It is the client’s responsibility to contact their insurance company to verify massage benefits prior to the initial visit. **It is the client’s ultimate responsibility to pay claims if insurance denies coverage.**

No Shows and Late Arrivals:

Please contact us if you will be late to your scheduled appointment. After a 15-minute grace period, we consider this a “no show” and you will be required to pay the full price of the session. Late arrivals within the grace period will be customized to fit the remaining appointment time (full service fee will apply). Cancellation fees are not billable to insurance.

Cancellation Policy:

We ask that you provide us with 24 hours notice when canceling your appointment. A cancellation fee of \$45 will be applied to your account if you provide less than 24 hours notice of a cancellation. If you do not show up and do not notify us, the full session price is due. Cancellation fees are not billable to insurance.

Misconduct:

HMT does not condone sexual massage. If a client requests this type of massage, or makes any sexual overtures the therapist will end the massage immediately. If the therapist’s safety feels compromised, the session will end immediately. Payment for your massage will not be refunded.

Statement of Understanding of Polices: I have received a copy of Horizon Massage Therapy’s policies; I have read, understand, and agree to these policies. I understand that I am responsible for all charges for all services rendered. I agree to provide 24-hours cancellation notice. If I fail to do so, I agree to pay the late cancellation fee of \$45.

Signature _____

Printed Name _____ Date _____

Parent/Guardian Signature _____

Parent/Guardian Printed Name _____ Date _____