

Frequently Asked Questions (Massage)

What are you doing for cleaning the massage rooms? We follow all CDC guidelines for cleaning:

- Massage rooms will be cleaned before, in between and after all appointments.
- All areas in the room will be cleaned with an approved cleaning solution.
- The massage table will be changed out completely and thoroughly wiped down before redressing. All dirty linens will be taken out of the room after each appointment.
- All therapists will wear the proper personal protective equipment including masks and eye wear during each appointment.
- Therapists will perform a medical hand wash after each appointment.

Cancellation/No show policy: We will be charging all appointments canceled in less than 24 hours for a small cancellation fee of \$25. If you choose not to attend your appointment and you do not call to cancel, then, you will be charged the full massage fee.

- **Member:** We will use your credit card on file to secure your appointment. You will not be charged unless canceled in less than 24 hours or you do not show up for your appointment.
- **Nonmember:** We will need to get a credit card to secure your appointment time. Nothing will be charged unless your appointment is canceled in less than 24 hours or you do not show up for your appointment.

Appointment Times: If you are late for your appointment, you can receive the allotted time that is left. If you choose to reschedule, then you will have a \$25 cancellation charge in addition to the cost of the massage.

- If this is your first visit for a Massage with Health Place or Highland Athletic Club, please arrive 15 minutes prior to your scheduled appointment time.

Mask Policy: At this time, clients and staff are required to wear a mask at all times in our facility (this includes throughout the duration of any massage services). This is to protect both you and your therapist from the spread of COVID-19.

As a Reminder: All members and guests of Wellstar Health Place and Wellstar Highland Athletic Club must be fully vaccinated against COVID-19 in order to use our facilities and services. Please show proof of vaccination when you come in to our facility so that we can make note in our secure member software system.