

# Wellstar Health Place

## Frequently Asked Questions (Massage)

**What are you doing for cleaning the massage rooms?** We will be following the 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.
- Therapists will perform a medical hand wash after each appointment.

**Where is my therapist?** We are following a phased reopening protocol. This requires us to bring our team members back in stages. We apologize for any inconvenience, but we have four phenomenal therapists working in this first phase. Would you like to see a different therapist, or would you like to be put on a list for your specific therapist?

**How did you decide which therapists to bring back?** We based this decision off requests and specialty.

**Why did prices increase?** Due to an increase in costs, additional cleaning protocols, and a recent market analysis conducted by leadership we are raising the price of all services accordingly. Being a medical fitness facility, we have higher standards for our staff and have collaborated with our physician colleagues to develop new safety protocols. Our prices are still below market pricing for the respective specialties.

**What if I have a GC or a series sale package already?** All gift certificates and pre-paid packages will be honored for the price there were purchased.

**Cancelation/No show policy:** We will be charging all appointments canceled in less than 24 hours for a small cancelation 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 cancelation charge in addition to the cost of the massage.