



OFFICE POLICIES & PROCEDURES

Welcome to Norm's Manual Therapy. We want your visit to be beneficial and enjoyable. We provide the very best care along with reminders of your appointments as a courtesy. Our therapists make every effort to stay on time, but sometimes this is difficult due to the special nature and care we give each client.

Due to the length of time reserved for each session and seasonal waiting lists, our appointment cancellation policy is as follows: **We require a 24-hour notice of cancellation and an answering machine is available 24 hours a day for your convenience. Otherwise, we reserve the right to charge a \$40.00 fee for the session.** Beyond two missed sessions without notice, we will give you a reminder call of our policy. If three appointments are missed without a call, you will automatically be discharged from our office.

PAYMENT/BILLING POLICIES

You will be required to pay cash in full for each visit and treated under our staff's massage therapy license for manual treatment techniques.

The state of California does not mandate that written medical records be kept for services rendered under a massage license. **Therefore, if you wish to have medical records kept for future reference, you will need to let the staff know prior to being seen for first visit.** We are sorry for any inconvenience this may cause, but it is also our policy to abide by all state medical laws and mandates.

We accept cash, personal checks, Visa, Mastercard, Discover, and American Express cards. Our rates are as follows:

30-minute session: \$120.00
45-minute session: \$180.00
60-minute session: \$240.00
90-minute session: \$360.00
120-minute session: \$480.00

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