

Policies

1. *Massage Therapy packages are not fully redeemable through insurance at the time of purchase. Individual treatments are redeemable with insurance providers only after each treatment has taken place.*
2. *Each package of Registered Massage Therapy appointments sold will have an expiry date of 6 months or 1 year from the date of purchase.*
3. *Clients who choose to become members and who do NOT purchase a package, will be required to leave their credit card information on file with the clinic. CC information will be stored securely either online or offline, at the preference of the member. Unused appointments will be billed to the CC on file at the end of their 12 month cycle.*
4. *Members of Paleolife who miss a scheduled appointment – or cancel late (< 12hrs) - will be charged a fee of \$35 for the missed appointment. They will NOT lose out on a package appointment if they have already chosen to prepay, however the package will still be subject to expiry after 1 year from the original date of purchase.*
5. *Members of Paleolife who wish to cancel or reschedule an appointment must do so with a minimum of 12 hrs notice.*
6. *Drop-in appointments are available on a first come first serve basis where available. Missed or late cancellation (< 12hrs) drop-in appointments will be charged the full cost of the treatment (\$76).*