

WellWorks

A CHSP initiative

MASSAGE THERAPY, CLIENT POLICIES:

- Payment is due at the time of service.
- We accept Visa, MasterCard, Discover or American Express; checks made payable to "WellWorks."
- Cash is not accepted - we are a cash-free facility.
- Tipping: Our Massage Therapists are state employees and, therefore, cannot accept tips. Please refrain from offering tips, monetary or otherwise, in exchange for massage services.
- We are not a medical facility and cannot bill insurance.
- Flexible Spending Account expenditures: At this time, Ohio University is not established with an Inventory Information Approval System (IIAS) and, therefore, WellWorks cannot accept debit cards from Flexible Spending Accounts such as Wageworks. We can, however, provide you with an itemized receipt for reimbursement submission to your Flexible Spending Account. While some of our services do qualify for reimbursement with some FSA programs, restrictions (such as a letter from your physician) may apply. WellWorks is not responsible for verifying expense eligibility prior to payment.
- We do not sell "gift certificates," but we can place session(s) on an account. If the recipient is not a current member, we will create an account at no cost and place the purchased session(s) on the new account.
- A WellWorks membership is not required for our massage therapy services.
- Sessions are good for one year from the time of purchase.
- Sessions are not transferrable.
- Massage Therapy clients must be at least 18 years of age at the time of service.
- Our Massage Therapists follow the industry standard of providing 50-minutes of service to each hour. This is to accommodate client preparation and departure at the beginning and end of the hour long appointment. This translates to 25 minutes of service for a 30 minute appointment and 80 minutes of service for a 90 minute appointment.
- Late Policy: Clients who are late to an appointment will receive the remaining time of the scheduled appointment and be charged the full price.
- Reminder calls are provided as a courtesy to our customers. Clients are still responsible for their scheduled appointments.