



Chicago Sport Massage Policies

Cancellation and Rescheduling

Please provide at least 24-hour's notice to cancel or reschedule an appointment. No-shows or appointments cancelled with less than 24-hour's notice will be charged the full price of the session. Requests to reschedule an appointment with less than 24-hour's notice due to an illness or emergency are handled on a case-by-case basis. Any online purchase must be redeemed within 365 days.

Appointments

The preferred method for booking an appointment is [online through MindBody](#). Booking online allows you to see current availability and is a convenient way to find a day and time that works best for you. Appointments over the phone or via e-mail at cyril@chicagosportmassage.com are accepted for established clients only on a case-by-case basis. When scheduling via phone or email, please include two or more preferred days and times for your appointment.

Your First Session

Your first session will usually be a few minutes longer than a typical session. This extra time is used to discuss your goals for massage therapy, your health history, any complaints, aches or pain you're experiencing, and answer any questions you may have about massage therapy and the session.

A Typical Session

Each session will begin with a few moments for you to discuss your current state of health and any changes that have occurred since your last visit. Afterwards, the massage therapist leaves the room to give you privacy to undress to your comfort level and settle on the table. For you to reap the maximum benefit of the massage, we want you to feel relaxed and comfortable.

Accomplishing this requires a team effort, so please feel free to communicate at any time during the massage if you need anything.

Lateness

If you are more than ten minutes late, your session may be shortened if it will interfere with other client's services.



Payment and Gratuities

Appointments must be booked online in advance due to high demand and to curb last minute cancellations. Appointments over the phone or via email are accepted for established clients only on a case-by-case basis. The preferred method of payment is [online through MindBody](#). Cash, checks, and all major credit cards are accepted. HSA- or FSA-related debit cards may be declined. Gratuities are also accepted.

Health Insurance Claims

We do not bill insurance directly. However, we are happy to provide invoices and any other information you need in order to submit a claim to your insurance company.

Limits of Practice

Chicago Sport Massage is a massage-only practice. We do not diagnose medical conditions. If you have any questions or concerns about your symptoms, please contact your health care provider.

Please contact us with any questions regarding these policies by phone at (312) 730-8433, or via email at cyril@chicagosportmassage.com. We're happy to answer any questions you may have.

Face Mask Requirements

A face mask is required before entering the office and must be worn during the session. Masks are available at no cost for those whom do not have one. For more information, visit the CDC website at <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/masks.html>