

Massage Policies

- Massages are available by appointment only.
- Massage clients must check-in for their appointment at the front desk
- Appointments may not be scheduled more than 6 months in advance.
- Call the facility or visit the front desk to schedule an appointment. All members, guests, and NCH employees are required to have a valid credit card, EFT form and signed massage consent on file prior to scheduling an appointment regardless of the payment method. This includes those paying with a Series Sale Package, gift card or gift certificate.
- Appointments not cancelled at least 24 hours in advance will be charged to your account or credit card on file.
- It is the client's responsibility to remember their scheduled appointment. Courtesy email reminders can be sent by updating your email on file at the Front Desk.
- Single massages and massage packages are non-refundable.
- Massages are non-transferable/shareable. Single massages and/or specialty packages may not be used by other members or non-members. If purchasing as a gift, the service must be purchased at the recipient's rate.
- Massage packages expire 12 months from the date of purchase.
- If receiving a massage at a member rate, your wellness membership must be active at the time of the massage to receive this rate.
- If you choose to tip your therapist, we are unable to provide change at the Front Desk.

Massage for Minors

- A parent/guardian of any child under 18 must complete and sign the provided Parental Permission Form prior to the minor receiving the massage service. The form must be signed and dated by the parent/guardian in the presence of a Wellness Staff member, and the staff member observing the completion of the form must also sign and date the form.
- Children ages 13-17 must have a parent/guardian seated in the massage room throughout the entire service session while the minor is receiving his/her massage service.
- Massage Services are not available for any child under the age of 13.