

Cancellation Policy

In order to provide all of our clients with the highest quality of service, CSI asks that you provide a minimum of 24 hours' notice if you are unable to keep an appointment. Failure to do so will result in a 100% late cancellation charge. "No shows" will also be charged 100% of the reserved service amount.

When booking a service that is thirty minutes or more, CSI requires a credit card number to hold your reservation. If you do not have a credit card, full payment for your service at time of booking will be required.

CSI asks that you arrive at least 15 minutes early for your appointment in order to fill out forms and to complete any other preparations that may be needed before your appointment. Clients that arrive for their service late will be accommodated as best as possible; however, your service may be altered due to starting late.

As a courtesy, CSI will call and confirm your massage and initial chiropractic and physio assessment appointments one business day prior to your appointment date. However, if we are unable to reach you, please understand that it is the responsibility of the client booking to avoid missing appointments and arriving on time.

CSI strives to provide clients with a high level of service. We thank you in advance for adhering to the cancellation policy.