

About Prepaid Massage Series

Thanks for purchasing a prepaid massage series from my practice. Here is what you need to know about this program.

I define a "massage series" is a prepaid bundle of massage treatment time. I currently offer two simple plans:

1. series of 3-hours of massage treatment time
2. series of 6-hours of massage treatment time

The treatment time you prepay for can be used for 1-hour sessions, 90-minute sessions, or even a 2-hour "marathon" massage session. If your "time balance" doesn't cover the session, you can pay the difference after your session at the discounted rate of the plan you originally purchased.

I use Google Sheets to keep track of your prepaid massage series. Your file is updated after each session (on every Monday) and I will enable sharing of this file to you, so you can keep track as well.

With a prepaid massage series, there is no contract involved and your sessions (or purchase) does not expire.

The massage series purchaser may share or "gift" sessions from their massage series with a spouse, family member, or friend. When you want to gift a session from your series with someone, just provide me with that person's full name before they contact me to schedule a massage.

Refunds are not available for massage sessions that have been completed. However, a refund for the unused portion of a prepaid massage series is available upon written request from the client (or purchaser).

Going away for an extended period? Let me know if you would like me to hold on to your account funds or issue a refund. Sometimes people forget, so in that case I'll check in with you after 3-months or so. If a client's prepaid massage account has not been used for a period of 6 months or longer, Mitchell Diaz, LMT reserves the right to issue a refund to the client for any unused portion (the remaining dollar value) of the series.

The policy for appointment scheduling, cancellations, no-shows, and tardiness will be applied equally with prepaid massage series purchases.