

FlowTherapy Massage Co.

PERSONALIZED. THERAPEUTIC. RESTORATIVE.

Booking & Cancellation

Clear expectations help us protect your appointment time and provide thoughtful, personalized care. Please review these policies before booking.

Booking & deposits

Appointments are booked through Noterro. A \$50 deposit is required for services with a deposit requirement and is applied toward your session total. Any deposit requirement is shown during booking.

Cancellations & no-shows

Please provide at least 24 hours' notice to cancel or reschedule. Cancellations with less than 24 hours' notice and missed appointments result in forfeiture of your deposit. Contact FlowTherapy as soon as you know you cannot attend.

Arrival & appointment time

Please arrive on time and complete your intake forms before your appointment. Late arrivals may shorten your session so the next appointment can begin on time. Your appointment will end at its scheduled time.

Illness & rescheduling

Please contact FlowTherapy promptly if you are experiencing a contagious illness or symptoms that could affect a safe session. Please do not attend while contagious. Late-cancellation exceptions for illness may be considered individually.

Comfort, consent & professional boundaries

Your comfort and consent guide each session. You may decline a technique, request changes, or stop treatment at any time. All services are professional and therapeutic. Sexual requests, harassment, and inappropriate behavior are not accepted.

Payment & VA Community Care

FlowTherapy currently offers private-pay services. VA Community Care participation is pending certification; VA-covered appointments are not yet available. Please do not assume VA coverage until participation and your required authorization have been confirmed. Other insurance is not accepted at this time.

FlowPass & FlowPack

Membership and package terms, including rollover, transferability, validity, and cancellation requirements, are provided separately. Please review your selected plan's terms before enrolling or purchasing.