



Frequently Asked Questions

- **FAMILY POLICY** Within the first two weeks of you starting care, any family member may have an initial consult at no charge (excludes massage & nutrition).
- **MESSAGE 20/20 POLICY** Within the first two weeks of your Initial Massage, if you refer a family member or friend in for an Initial, you will both receive 20% off your upcoming massage.
- **WORKSHOPS** We run regular workshops that vary in topic on a monthly basis with tips, techniques and home exercises to fix your posture and improve your health. Please ask your practitioner for more information if you are interested.
- **PRE-PAID PACKS** Save time and money by purchasing pre-paid packages. There are no time limits, remaining money can be refunded anytime and they can be shared amongst the family. Ask us to set it up for you!
- **SYMPTOMS** Although your symptoms are very important and give us information about what is happening within your body, they are not our only focus when caring for you. We aim to restore function to the body. Pain will generally be the last symptom to come and first symptom to go. When the pain goes this is when the healing process can begin.
- **BEING ON TIME** Please aim to be at the clinic at least 5 minutes BEFORE your appointment. We understand life gets busy so if you know you are not going to get to the clinic on time please call ahead and let us know so we can work out the best plan of action to get you treated and stay on time.
- **DAILY VISIT PROCEDURE** To help you get the best care possible, please turn your phone off or on silent when you arrive to help you relax. Please take a seat and we will either direct you to a room to get ready or your practitioner will come to collect you.
- **PROGRESS EXAMINATIONS** These will be scheduled every 6-12 visits in order to touch base, track your progress, ensure we give you the best care possible and set new goals. Please fill in the feedback form honestly as possible so we can help you.
- **RESULTS & LIFESTYLE** A healthy lifestyle increases your chances of achieving and maintaining optimal health. Changes in diet, occupation, accidents or injuries, emotional stress, exercise regimes, posture and sleeping habits can all have direct effects on how well your body is functioning. The more aware you become of these factors the quicker and better your results will be! Please let us know if you have changed or plan to make any changes to your exercise regime, diet and any other areas of your lifestyle that could impact your current treatment.
- **CANCELING OR RESCHEDULING** Chiropractic consultations require at least 6 hours notice to reschedule or cancel or a 50% fee applies. For all other modalities, you will be charged a full consultation fee for missed appointments or those cancelled within 24 hours.
- **SOCIAL MEDIA** Follow us for tips, updates, recipes and more on Facebook, Instagram and Twitter!

Helping you get the most out of your time and money at Health Space