

## ***Massage Therapy Cancellation, Late Arrival, and No-Show Policies***

Please review the following policies for cancellation, late arrivals, and no-shows and ask questions for clarification, if necessary.

***Cancellations:*** An appointment can be canceled four hours prior to the start-time of the appointment, without a cancellation charge. Any cancellations occurring less than four hours prior to the appointment time are subject to a non-refundable cancellation fee of **\$5.00 per 15-minutes of service scheduled**. You may substitute a person (friend, family member) in your place for an appointment to avoid a cancellation charge. However, if your "substitute" either cancels, arrives late, or no-shows, you may still be responsible for any fees applied.

***Late Arrivals:*** If you arrive late, you will be expected to pay the **full amount** for the session that is scheduled. If the massage therapist's schedule allows for your full appointment time, we will try and honor the additional time; however, we need to respect the appointment times that are set by clients that follow your appointment.

***No-Shows:*** If you completely miss your appointment without any prior notification, then you are considered a "No Show". No-shows are subject to a non-refundable cancellation fee **equivalent to the fee for the scheduled service**.

***We understand that life can be unpredictable. In the event of reasonable unexpected life events, or illness, we will waive this policy.***