

# CANCELLATION, LATE ARRIVAL, & NO-SHOW POLICY

Thank you for trusting us as your massage therapy provider. We respect your time and ask for the same courtesy in return. These policies are in place to ensure that all clients receive consistent, high-quality service while allowing us to maintain an efficient schedule.

## **Cancellations**

Please provide at least 24 hours' notice if you need to cancel or reschedule an appointment. Cancellations made with less than 24 hours' notice will incur a 50% fee of the scheduled service. For prepaid packages or memberships, one session will be deducted. To cancel, contact us by phone or through our online booking system – we do not accept cancellations via social media.

## **Late Arrivals**

We ask that you arrive 5–10 minutes before your appointment. A 5-minute grace period is provided. After that, your session may be shortened to avoid delays for the next client. Arrivals more than 15 minutes late may require rescheduling and may be subject to a fee. Full payment is required for shortened sessions due to lateness.

For your first appointment, please arrive 15 minutes early to complete intake paperwork. This helps ensure your session begins on time.

## **No-Shows**

A no-show is defined as missing an appointment without providing prior notice. In such cases, the full fee will be charged. Package and membership clients will forfeit one session. Gift certificate appointments will lose the session's value. Repeated no-shows (2 or more within 6 months) may result in a requirement to prepay or suspension of booking privileges. A third no-show or late cancellation may also result in being restricted from rescheduling for up to 6 months.

## **Emergencies & Exceptions**

We understand that unexpected things happen. Exceptions may be made in cases of illness, verifiable emergencies, or inclement weather at the discretion of management.

By booking an appointment, you acknowledge and agree to this policy.

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Client Name (Please Print)

\_\_\_\_\_  
Client Signature

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Date