

Please arrive at least ten minutes before your scheduled appointment time in order to ensure a full massage session.

- You may cancel your appointment without charge anytime before the close of business\* on the business day preceding your appointment.
- Same day cancellations will be charged 50% of the scheduled service price.
- If you do not call to cancel your appointment or do not show up for your scheduled appointment, you will be charged full price for the scheduled service.

\*Refer to business hours

## Appointment Cancellation Policy

**Cancellation policy applies to everyone cover by insurance and anyone not covered by insurance.**

### **Late fee:**

“If late you will be charged full session price. Insurance clients will have time adjusted and charged the remainder of the appointment out of pocket. “

### **Exceptions Clause:**

1. *Sick*
2. *Family emergency*
3. *Extenuating circumstances left up to our judgement*

**Note** “Business Hours and Appointment hours are different. “

\***Business hours** are as follows

Monday – Friday 9 am – 5 pm

Saturday 9 am – 3 pm

Sunday 9 am – 4 pm

**Appointment schedule hours** are as follows

(Appointment time is based off standard 1-hour session)

Monday – Friday 1<sup>st</sup> 10 am – LS 6:30 pm

Saturday 1<sup>st</sup> 10 am – LS 5 pm

Sunday 1<sup>st</sup> noon – LS 2:30 pm

LS – Last Session of the day