

# Appointment Policy



## **CANCELLATION AND NO-SHOW POLICY**

Your appointment is very important. We understand that sometimes schedule adjustments are necessary. Therefore, we respectfully request at least 24 hours' notice prior to your scheduled appointment time for cancellations or rescheduling of appointments. Please notify us via text at 248-736-0762. Failure to notify will be recognized as a no-show and you will be charged 100% of your services.

**ANY APPOINTMENTS CANCELLED/RESCHEDULED OR CHANGED WITHOUT 24 HOURS NOTICE WILL RESULT IN A CHARGE EQUAL TO 50% OF THE RESERVED SERVICE AMOUNT. ALL NO-SHOWS WILL BE CHARGED 100% OF THE RESERVED SERVICE AMOUNT.**

We recognize the time of our clients and therapist is valuable and have implemented this policy for this reason. When you miss an appointment with us, we not only lose your business but also the potential business of other clients who could have scheduled an appointment for the same time.

Please remember that it is your responsibility to remember your appointment dates and times in order to prevent any missed appointments which result in a cancellation fee. Not receiving an electronic notification of your appointments from us is not sufficient reason to miss an appointment if the original confirmation notification was received timely.

It is mutually understood that if a cancellation is due to circumstances beyond any of our control, such as power outage, unfortunate incidence, illness, or weather that requires you or us to have to cancel or be closed during regular business hours, we will reschedule your existing appointment and no discount or rescheduling fee will apply.

## **ARRIVAL TIME**

Please arrive at your appointment at least 10 minutes prior to your scheduled appointment time. All services have a specific time schedule. An early arrival allows for a relaxed experience. If you arrive late, your service(s) may be shortened in order to maintain the spa's schedule.

## **LATE ARRIVAL POLICY**

All appointments begin and end on time in order to maintain the spa's schedule. If the treatment does not start on time due to client tardiness, the treatment time will be reduced accordingly and you will still be required to pay full price. If a client is more than 15 minutes late, the appointment will be considered a cancellation.