

APPOINTMENT CANCELLATION POLICY

Canceling and Rescheduling. Customers may cancel or reschedule without penalty by notifying us at least 24 hours before their scheduled appointment or reservation time. To cancel or reschedule, please contact us at (fill in those that apply):

Phone 603-443-2385

Email Jenn@hands2hearthealing.com

Late Cancellation. Cancellations are considered “late” when the customer does not cancel or reschedule at least 24 hours prior to the scheduled appointment time. Late cancellations will result in the customer being charged 50% of your service.

Missed Appointments. If a customer misses their scheduled appointment or reservation without canceling or rescheduling, they will be charged 100% of the price of the scheduled service or event.

Provider Cancellation. If, for any reason, we must cancel your scheduled appointment, we will notify you as soon as possible and will work with you to reschedule or you will receive a full refund.

Refunds. Any refunds will be processed in the same method as the original payment.

Fee Waiver. We reserve the right, at our discretion, to waive any fee or penalty assessed hereunder for any reason we deem sufficient and reasonable.

Other Terms and Conditions.

It is best practice to not receive bodywork when under the weather, as it could hinder your own recovery by not allowing proper rest and potentially spread to the practitioner. Always prioritize informing your practitioner as soon as possible if you need to cancel due to illness. There will be 1 exemption per package for clients who purchase packages.