

CANCELLATION/NO SHOW POLICY

1. General: **ZENsational Massage & Bodywork** is committed to providing exceptional service in a timely manner. We understand that there are times when you have to miss an appointment due to emergencies or obligations for work or family. However, when you do not call or text to cancel an appointment, you may be preventing another person from getting a much-needed treatment, also preventing us from working which affects our small business. Conversely, the situation may arise here another customer fails to cancel, and we are unable to schedule you for a visit, due to seemingly filled appointment book. For these reasons, ZENsational Massage & Bodywork has implemented a cancellation policy that will strictly observed.
2. Scheduled Appointments: We understand that delays can happen, we encourage that you arrive at least 5 minutes before your scheduled session.
3. Cancellation Request: Cancellation requests may be submitted via email info@zensationalbycarrie.com or text (561) 465-6063 or through the confirmation system that is sent to you. Cancellation request MUST be submitted at least 24 hours prior to your scheduled appointment. First offense, you will be charged **50% fee of the total retail value** of your session, **100%** thereafter. Failure to pay will prevent you from scheduling any future appointments until fee is paid in full.
4. Refunds: Refunds are issued for unused packages/ products and will be processed in the original form of payment.
** NO REFUNDS on packages once the first session has been redeemed.
** NO REFUNDS on products once the seal has been broken

Client Signature

Date