

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 must miss an appointment due to emergencies or obligations for work or family. However, when you do not call/text to cancel an appointment, you may be preventing another person from getting much needed treatment. Conversely, the situation may arise where another customer fails to cancel and we are unable to schedule you for a visit, due to the seemingly filled appointment book. For these reasons, **Zensational Massage & Bodywork** has implemented a cancellation policy that will be strictly observed.

2. Scheduled Appointments: We understand that delays can happen, we encourage that you arrive at least **5 minutes** before your scheduled session. If you arrived later than your scheduled session, please note that it will cut into your time.

3. Cancellation Request: Cancellation requests may be submitted by phone **(561) 465-6063** (call or text; preferably text), e-mail (info@zensationalbycarrie.com) or through the confirmation system that is sent to you (7 days prior and day before your scheduled session). Cancellation request must be submitted at least 24 hours before your scheduled appointment. or you will be charged a **50% fee of the total retail value of your session**, 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 purchased 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 seal has been broken

Client Signature

Date