



Client Arrival & Cancellation Policy

It is my great honor to help individuals by providing care through massage therapy. When a client requests an appointment, I ensure that I keep my professional & personal calendars carefully blocked to ensure that my clients receive the attention they deserve.

I ask that clients respect the appointment times of others by:

- keeping their scheduled appointments
- arriving 10 min prior to their appointment start time
- cancelling within 12 hours of their scheduled appointment

While I understand that unforeseen circumstances may occur, last minute cancellations¹ mean that, as a small business, I do not have the ability to fill that appointment time. These cancellations can greatly impact my professional & personal schedule.

It is with this in mind that I created the following cancellation policy:

- If a client is 15 min late (or more), without calling, the appointment will automatically be cancelled and the client will automatically incur a \$45.00 cancellation fee.
- Late show clients will only be seen for their remaining scheduled time & full cost of the appointment will be charged.
- Same day cancellations will automatically incur a \$45.00 cancellation fee.
- NO SHOWS or CANCELLATIONS within 3 hours of a scheduled appointment will incur the full cost of the appointment.

Thank you for valuing my time & energy as much as I value yours!

Crystal Mathis
(MT116124)

X_____ date: _____
Client signature required

¹ Property of Crystal Mathis, LLC.