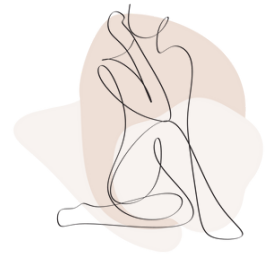




## APPOINTMENT CANCELLATION POLICY



Our goal is to provide quality care in a timely manner. In order to do so, we have had to implement an appointment/cancellation policy.

Appointments are in high demand, and your early cancellation will give another person the opportunity to have access to timely care. This policy enables us to better utilize available appointments for our clients.

At the time of booking your appointment you will be asked to pay a \_\_\_\_\_ deposit that will be credited towards your treatment/s.

Time has been specifically reserved for your appointment, procedure, or treatment. If you need to cancel or reschedule your appointment you must call at least 24 hours prior to your appointment and your deposit will either be refunded or pushed for a future appointment. However, providing less than 24 hours' notice will require you to pay a \_\_\_\_\_ cancellation fee.

If you arrive more than 15 minutes late for your appointment it is considered a no-show and you will be charged the cancellation fee.

We are happy to answer any questions regarding this cancellation policy.

I have read and fully understand the above Appointment Cancellation Policy and agree to be bound by it's terms. I agree to pay the cancellation fee in the event of a missed appointment.

Client Name (printed) :

Client Name (signature) :

Date:

When a masseuse arrives for an appointment and the client is not present, it is classified as a 'no call, no show.' This means that the client did not inform us of their absence or cancellation, resulting in a missed appointment.

In the event of a cancellation, a minimum of 24 hours notice is required.

Failure to provide adequate notice may result in a \$50 charge for late cancellations.

Additionally, in the case of no-call, no-show, or same-day cancellations, the full service fee will be charged.