

# EZ STEAM LLC

286 West St. Gardner MA, 01440

## CANCELLATION POLICIES AND FEES

Your Steam Bath or Salt Room sessions are reserved especially for you. We value your business and ask that you respect the club's scheduling policies. Should you need to cancel or reschedule your session, please notify us by phone (781) 742-5271 at least 24 hours in advance whenever possible. Any cancellations with less than 2 hours of notice are subject to a cancellation fee amounting to the cost of the scheduled service. Clients who miss their appointments without giving any prior notification will be charged in full for the scheduled service. We recognize the time of our clients and staff is valuable and have implemented this policy for this reason. When you miss an appointment with us, we not only lose your business, but also the potential business of other clients who could have scheduled an appointment for the same time.

Cancelled appointments (made within the appropriate timeframe) that were booked with a credit card will receive a credit on their EZ Steam account for future use. For any instance when a credit card refund is approved and issued, a 3.5% fee will be deducted from the total credit. This is the fee we are charged from the credit card companies.

For any repeat "No-Show" offenders, a credit card will be required to book any appointment going forward.

Glass is absolutely not permitted in the steam rooms. If glass is broken in the steam room, the room will need to be shut down until it can be fully cleaned and inspected. Due to the liability this causes, we reserve the right to assess a fee for the loss of business and cost of cleaning. You will be charged a \$150 fee. Please see the front desk for free plastic bottles to exchange your essential oils into. We understand commercial oils are typically sold in glass, so we offer this complimentary service.

Body Oils are not permitted in the steam rooms. This creates not only a dangerous slip hazard, but it also creates a barrier on the cement floor and wood surfaces that prevent our disinfectants and cleaners from penetrating through it.

Thank you for your kind understanding.

***EZ Steam, LLC***

For any questions about our cancellation policy, please contact us at:  
[ezsteamclub@yahoo.com](mailto:ezsteamclub@yahoo.com).

I have read and understood this policy. By signing this I am agreeing to the terms listed above:

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Name

Date