



CANCELLATION, LATE ARRIVAL/DELAYED START, & NO-SHOW POLICY

Thank you for trusting me as your massage therapy provider. These policies are in place to ensure that all clients receive consistent, high-quality service while simultaneously allowing for an accurate, efficient schedule.

Appointment Scheduling / Payment Due

A valid credit card is required for appointment booking. Your card will not be charged at time of scheduling and will only be charged in circumstances outlined in the following cancellation, late arrival, or no show policies.

Full payment is due at the time of service. Upon service completion you may utilize the card on file or an alternate form of payment. Payment is accepted in the forms of cash or credit/debit card.

Cancellations

Please kindly provide at least 24 hours' notice if you need to cancel or reschedule an appointment. Cancellations made with less than 12 hours' notice will incur a 50% fee of the scheduled service. To cancel, you may either contact me directly by phone, email or text; or use the online booking system. I can not accept any cancellation notifications via social media, or social media messages.

Late Arrivals / Delayed Start

All appointments are scheduled to include a 30 minute window in addition to your "hands-on" session time. The 30 minutes is to accommodate 15 minutes upon arrival for equipment set-up & session intake review, and 15 minutes at the end for equipment break-down & session wrap-up. A portion of the 30 minute window may *potentially* cushion a late arrival / starting delay. After the 30 minute window any further delay will require your "hand's-on" session time to be shortened in order to avoid any delays for other clients. A delay of more than 45 minutes will require rescheduling of the appointment and will be subject to the 50% cancellation fee. Full payment is required for a shortened session regardless of how many minutes were lost due to a late start time.

No-Shows

A "no-show" is considered any circumstance where I (Erika, LMT) arrive to your (client) specified location and you (client) are not there, and I am unable reach you by phone or text message for 15 minutes from your scheduled appointment time. In such cases, the session is considered terminated and a fee for 100% of the scheduled service plus any distance fees incurred will be charged to the credit/debit card used for scheduling. Repeated no-shows (2 or more within a 6 month period) may result in a requirement to prepay the full amount of the service being scheduled, and suspension of client portal booking privileges. A third no-show or late cancellation within a 6 month period may result in being restricted from rescheduling for up to an additional 6 months.

Emergencies & Exceptions

Circumstances such as illness or injury that are contraindicated for massage therapy, verifiable emergencies, or inclement weather will be considered for policy exception on a case by case basis.

Client Name (Please Print)

Client Signature

_____/_____/_____
Date

FLOW MOTION MOBILE MASSAGE

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