

Our policy, procedures & protocols:

- ✓ These prices are valid within 25 miles of our home office. If your inHome location is out of this range, +25.00 per 15 miles from us. 116 South Tyndall Parkway, Panama City, Florida 32404
- ✓ Every appointment will have an appreciated 15% gratuity added for our provider. (Example $120+18=138.00$) You are more than welcome to give your service providers extra to show your appreciation.
- ✓ Full payment of services needed to be completed for reservation of appointment.
- ✓ For full cancellation policy visit vaylawellness.com

At Vayla's Wellness, we strive to accommodate the varying needs of all our clients. In order to provide the highest quality service in a timely manner we have to implement our policy, procedures & protocols towards all appointments. We recognise that some appointments may be scheduled months in advance, while others may need to be made urgently. Defining your services offer specific quality instructions. Additional customization can be added for each service within reasonable notice, with additional duration settings and policies that apply only to that service. Your consideration of our policy is greatly appreciated as it allows all of our service providers, who are contracted to consistently and efficiently maintain our highest quality of services.

Cancellation is acceptable within 96 hours of appointment, rescheduling your appointment is acceptable within 72 hours and cancellation is subjected to 50% refund. After this reservation is non refundable, this includes no show appointments. For late arrivals, communication is key to understanding for all parties involved. Call or text (850) 358-8535 for communication regarding your appointments. By scheduling services for the duration ensures you and your parties quality and satisfaction of experience.

Our procedure for scheduling your appointment is to call or text (850) 358-8535 or booking online www.vaylawellness.com under inHome services with the options for additional services. You will receive a confirmation call or text at your preference. We will communicate further on date, time, services and location to prevent errors as technology may have glitches.

Our protocol is to confirm your appointment at least twice before the arrival of our service provider. Your service provider will be assigned to you the day before your appointment and you shall receive their proper name. Unless prior advance notices for the special request at the time of booking. In a rare case that our provider has an urgent situation unforeseen and unable to make it to the appointment another provider will be in replacement with proper communication.