

Skin Deep Massage Therapy – Cancellation Policy

At Skin Deep Massage Therapy, we are committed to providing each of our clients with the highest level of service and care. To respect the time of both our clients and therapists, we kindly ask that all appointments be honoured or cancelled with appropriate notice.

Please note, A 50% deposit is required to confirm your appointment booking. Deposits are **Non-Refundable**. However, your deposit may be used in a future booking should you need to reschedule.

Cancellation & Rescheduling Policy

- **24-Hour Notice Required:** We require at least **24 hours' notice** for cancellations or rescheduling of any appointment. This gives us the opportunity to fill your appointment time with clients on our waitlist.
- **Late Cancellations (Less than 24 Hours):** Cancellations made with less than 24 hours' notice will be subject to a **50% cancellation fee** of the scheduled service price or your **deposit** may be **Forfeited**.
- **No-Shows:** Clients who miss their appointment without providing any notice will be charged **100% of the service fee**.

Late Arrivals

- If you arrive late for your appointment, we will do our best to accommodate you within the remaining time, but the session may be shortened accordingly and the **full-service fee will apply**.
- If you are more than **15 minutes late**, your appointment may be considered a **No - Show** and a full session fee may be charged.

Exceptions

We understand that emergencies and unexpected situations can and do happen. At our discretion, we may waive the cancellation fee in special cases such as illness or emergencies.

Payment of Fees

Cancellation fees must be paid before booking your next appointment.

Thank you for your understanding and cooperation.

By booking an appointment with Skin Deep Massage Therapy, you agree to abide by this cancellation policy.

Thankyou.

