

## Massage Booking Policy

- All appointments require payment in full before they are put on the schedule.
- Confirmations are sent out a day before your appointment. Failure to confirm your appointment will result in an automatic cancellation. There will be a \$25 rescheduling fee.
- Please plan to arrive 15 minutes early for ample time to fill out all necessary documents. All appointments have a 15-minute grace period, time is not made up should you be more than 15 minutes late. However, you can upgrade your session if time allows.
- 3-hour notice to either cancel or reschedule your appointment is required. Otherwise, a \$25 reschedule fee will be assessed.
- Full refunds will be issued if requested at least 3 hours before the scheduled massage. If requested with less than 3 hours or after, a refund will be issued less \$25 cancellation fee.