

## **Policy Notification**

Thank you for choosing us for your massage, mind and bodywork needs. To provide the best service possible to our clients we have implemented the following policies.

### **Cancellation Policy**

We respectfully ask that you provide us with a 2 working days, 48 hours (Mon-Fri) notice of any schedule changes or cancellation requests. Please understand that when you cancel or miss your appointment without providing this notice we are unable to fill that appointment time. This is an inconvenience to your therapist and means other clients miss the chance to receive services they need. For this reason, you will be charged 100% of the service fee for each session that is missed. We also reserve the right to charge on booking future appointments so that appropriate fees may be charged if a late cancellation does occur.

We understand that emergencies can arise and illnesses do occur at inopportune times. We will do our best to give advanced notice if we need to cancel for any reason beyond our control and we ask you to do the same.

### **Late Arrival Policy**

We request that you arrive online in our meeting room 5-10 minutes prior to your scheduled appointment time to allow time to fill out any additional required paper- work as well as answer any intake questions your therapist may have. We understand that issues can arise that may cause you to be late for your appointment. However, we ask that you call to inform us if this ever occurs so we can do our best to accommodate you. Appointment times are reserved for each client, so oftentimes we cannot exceed that reserved time without making the next client late. For this reason, arriving online after your appointment time may result in loss of time from your session which still ends at the scheduled time. Full service fees will be charged even when sessions are shortened due to late arrival. In return we will do our best to be on time, and if we are unable to do so we will add time to your session to make up for our late arrival or adjust the service charge accordingly.