

**Cancellation Policy:**

24-hour notice is required for all circumstances when canceling an appointment. If you are unable to give 24 hours advance notice you will be charged for half the price of your scheduled appointment. Please understand there are few exceptions, as this impacts the livelihood of your practitioner.

**No-shows:**

Anyone who fails to keep a scheduled massage or acupuncture appointment and does not provide 24 hours cancellation notice, will be considered a “no-show” and will be charged full price of their scheduled appointment.

**Late Arrivals:**

Please plan to arrive 10 minutes prior to your appointment to ensure that your treatment starts on time. If you arrive after the scheduled start time we will accommodate you to the best of our ability, but may have to shorten your appointment to accommodate clients coming in after you. If you arrive late you will still be responsible for payment of the time you have scheduled. Anyone more than 15 minutes late may have to reschedule their appointment if your practitioner feels that would be in the best benefit to your treatment plan.

**\*Credit cards kept on file are stored securely and will never be charged without prior notice to you.**

If you have any questions or concerns regarding this policy please speak with a manager or owner. We have an open door policy and welcome any conversation.

X\_\_\_\_\_ Date:\_\_\_\_\_