

SKILLFUL TOUCH MASSAGE CANCELLATION/RESCHEDULING POLICY

One of the more challenging parts of running a service business is deciding how to handle last-minute cancellations, missed appointments and late arrivals. I aim for a thoughtful fairness. The new policies are below. I'm usually happy to be flexible about the policies when illness or emergencies strike. No doubt, if we're working together, you will be someone who is respectful of my time, so this won't be an issue.

CANCELLATION POLICY- 24-48 hours advanced notice required.

Failure to cancel or reschedule at least 24 hours before the start of the appointment time will result in a full charge of the scheduled massage appointment.

Ideally, you'll give me closer to 24-48 hours notice when possible. I trust your judgement and consideration. Should I need to apply the cancellation policy, you will be notified by phone, text or through email that payment is required prior to your next scheduled appointment.

HOW TO CONTACT ME-

If a true emergency presents itself that conflicts with your appointment, you must notify me immediately through any medium necessary. Call or text me at (210) 705-0644 or email me at vikki@skillfultouchmassage.com

It is ***your responsibility*** to ensure you have received a ***reply*** from me to confirm your cancellation or rescheduling BEFORE your missed appointment time.

Late Arrivals

If you arrive late, your session may be shortened. You will be charged the full amount of the scheduled session.

No Shows

Anyone who either forgets or consciously chooses to forgo their appointment for what ever reason will be considered a "no show". They will be charged for their missed appointment and future service will be denied.

By working with me you agree to honor this cancellation/rescheduling policy.

Proceed to the next page to sign.

I have received a copy of the therapist's policies, I understand and agree to abide by them.

Client's signature

Date

Client's printed name