Cancellation Policy

Unanticipated events happen occasionally in everyone's life and we are happy to honor your business as follows.   If there are any health issues present at the time of your scheduled massage, including fever/cold/flu/sickness, please contact us BEFORE arriving for your massage.   If you are pregnant at the time of your massage appointment, please contact us BEFORE arriving for your massage.

Massage Appointments

24-hour advance notice is required when changing, canceling or rescheduling a massage appointment.   This allows the opportunity for someone else to schedule an appointment.   If you are unable to give us 24 hours advance notice you will be charged 50% of the total appointment cost. The 2nd missed appointment and anytime thereafter, you will be charged the full amount for the missed appointment. After the 3rd missed appointment, prepayment with a major credit card will be required to book any future appointments. Emergency cancellations are determined at the practitioner's discretion.

No-shows
Anyone who fails to show up for a scheduled appointment and does not provide 24 hours cancellation notice, will be considered a "no-show" and will be charged the full amount for the missed appointment.

Late Arrivals
Out of respect and consideration to your therapist and other customers, please plan accordingly and be on time.   If you arrive late, your session will be shortened in order to accommodate others whose appointments follow yours. Depending upon how late you arrive, your therapist will determine if there is enough time remaining to start a treatment.   Regardless of the length of the treatment actually given, you will be responsible for the cost of the "full" session.

Cancellation fees are in effect to ensure that your therapist is compensated for their time. As a busy massage practice, clients are often turned away. Please keep in mind that if inadequate notice is given it is extremely difficult to fill vacant spots. Please be courteous to your therapist by respecting our policies.