

## **Cancellation Policy Klemzig Massage & Health**

### **Introduction**

Klemzig Massage & Health is a professional business that provides Remedial Massage to clients. Klemzig Massage & Health respects your time by booking specific appointments for you and committing to that time by starting the treatment at the given time. Klemzig Massage & Health understand that life gets busy and things pop up. We ask that you advise us as soon as possible if you can't make your appointment so we are able to offer your time to another client. For same day Lateness, Cancellations and No Shows fees will be charged.

### **Lateness, Cancellations and No Shows**

#### **Lateness**

- Please call Klemzig Massage & Health if you are running late for your appointment
- Your appointment will Finish at the appointed time
- Depending on how late you arrive, the therapist will determine if your treatment will still go ahead
- If time permits the therapist may offer to continue your treatment past your appointment time
- Full payment will be required for your scheduled appointment time
- Late arrivals due to circumstances beyond your control will be assessed on a case by case basis

#### **Cancellation**

- Twenty four (24) hours' notice is require for cancellations
- Cancellations within 24 hours notice will be charged 100% of the treatment cost
- Cancellations due to personal illness, clients are advised to telephone or text to cancel as soon as possible prior to the appointment
- Fees for cancellations due to illness will be at the therapist's discretion

#### **No Shows**

- Clients who either forget or consciously choose to forgo their appointment for whatever reason and where no genuine cancellation attempt has been made will be considered a "no show".
- No shows will be charged 100% of the treatment cost and future service will be denied until payment is made
- This amount must be paid prior to your next appointment
- Clients who do not show for two (2) successive appointments will be denied any future bookings

#### **Cancellation by the therapist**

- From time to time your primary therapist may be unavailable due to leave, illness, family need or other emergency
- Klemzig Massage & health will to their best to appoint a substitute therapist for continuation of your treatments
- Your appointments will be rescheduled where a substitute therapist cannot be found

Klemzig Massage & Health Respects your busy schedule and we ask that you respect our time.